



Privacy, Dignity, Confidentiality and Data Protection Policy

Version	08.2021	Scheduled review date	08 2024
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Whilst this policy provides a guide, as Cam Can provides people with disabilities and their families with personalised, tailored support that maximises their control over available resources, decision making and choice, there may be times when alternative decisions are made for the benefit of members.

Purpose

The purpose of this policy is to establish standards of privacy, dignity, confidentiality and data protection in the organisation's dealings with prospective, current and past members, staff and contractors of the organisation's services. The policy has been framed around individuals' rights as they are specified in the Privacy Act (1988), Freedom of Information Act (1982) and is guided by the NDIS Act 2013 and the NDIS Practice Standards.

This policy applies to all of the organisation's activities.

Policy

The organisation is committed to ensuring that all members, staff and contractors of the organisation have the same level of privacy, dignity, confidentiality and data protection as is expected by the rest of the community.

Performance Standards

The following performance standards must be met to ensure that the procedures specified above are implemented effectively:

1. The Privacy, Dignity, Confidentiality and Data Protection Policy is available to members, families, staff and contractors.
2. All employees and contractors have access and been requested to review the Privacy, Dignity, Confidentiality and Data Protection Policy.
3. All staff, board members and contractors are required to sign a confidentiality agreement prior to commencement.
4. Individual service plans (called *It's All About Me*) are developed for members who require personal care that outlines how privacy and dignity of the member is to be maintained.
5. Meetings requiring the discussion of confidential and personal information are arranged at venues where privacy can be maintained.
6. Members, families, employees and contractors have been informed why the information sought is required by the organisation as part of the New Member Welcome Pack.

7. Consent to Share Information forms have been completed prior to information being collected from other sources.
8. The organisation maintains a secure information system that houses all personal information and is adequately backed up.
9. Files are stored electronically in a secure system with appropriate back-up. Any hard copy information is stored in a lockable environment in a non-public place in the office and files are returned to their proper location as soon as they are no longer required.
10. Names or other identifying information is not displayed on whiteboards or notice boards that may be open to view by others or the general public.
11. Photographic, video or other identifying images are not displayed or aired publicly without the written prior permission of the member, family, employee or contractor.
12. Files have been periodically reviewed to ensure that personal information that is no longer relevant, and unlikely to be relevant in the future, is culled from files in line with the Record Retention and Disposal Policy.
13. People have the ability to request to sight information stored on their personal file.
14. Information required by others is de-identified where possible prior to release.
15. Any complaints have been addressed in accordance with the privacy, dignity and confidentiality principles outlined in this policy and the Compliments and Complaints Policy.

Failure to comply with this Policy will be viewed seriously and may result in disciplinary action that may include dismissal.

Review of the Policy

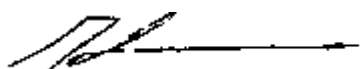
This policy will be reviewed on a three-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

Related Documents

- Cam Can's Privacy, Dignity, Confidentiality and Data Protection Procedure.
- Cam Can's Confidentiality Agreement
- Cam Can's Consent Form – Share and Release Information Form
- Cam Can's Compliments and Complaints Policy
- Cam Can's Record Retention and Disposal Policy
- Cam Can's New Member Welcome Pack
- Privacy, Dignity, Confidentiality and Data Protection – Cam Can's Internal training materials

Authority

This policy is issued by:



Marc Lema
MANAGING DIRECTOR



Anthea Lema
DIRECTOR

Date: 19 August 2021

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