

Consent Policy and Procedure in Easy English

Consent Policy and Procedure

Purpose

This section tells you why we have this policy.

- We must get your consent before we share your personal information.
- This includes family, advocates, other providers and government bodies.
- If you are under 18, we must get consent from your parent, guardian or advocate.
- All staff must tell you about your rights about consent.

Scope

This section tells you who this policy applies to and how we will get consent.

- We try hard to get your consent every time.
- If you have trouble speaking or understanding, we will use interpreters, technology, carers, family or friends to help.
- Family may help us know how best to talk with you.
- We ask for consent when you register with our service.
- The worker who gives you the service is responsible for getting consent.
- Someone else can get consent for you only if they know enough to answer your questions correctly.

Types of consent

This section tells you the different ways you can give consent.

- **Implied consent** — You show consent by your actions. This is okay for most supports.
- **Oral consent** — You say yes. This is okay for many health or support tasks.
- **Written consent** — You sign a form. This is needed for some things, like using an advocate, sharing records, or taking photos.

- If you say no, we will record that no in your plan.
- Oral consent or refusal must be written in your support plan with date, time and staff name.

Policy

This section tells you our main rules about consent, privacy and sharing information.

- We respect your privacy and keep your information confidential.
- We will not share information unless you say yes.
- We only share information without your consent if the law says we must.
- We will tell you about your privacy rights when you start with our service.
- You can opt out if your information is asked for audits.

Guiding principles

This section tells you the values we follow when getting consent.

- You have the right to make choices about your life.
- We assume you can make your own decisions unless there is clear evidence otherwise.
- We help you make informed choices when you need help.
- For big decisions (like housing, medical or behaviour support) we get consent from you or your legal guardian.
- For money matters we get consent from you, your financial manager or your Power of Attorney.
- We help you build confidence to make your own decisions.
- We support you in ways you prefer and that match your culture and beliefs.
- If you want family or friends to help, we encourage this.
- We respect your right to make decisions even if others think it is risky.
- We give information in ways you can understand.

Procedure

This section tells you the steps staff will take when you give consent.

- We tell you that written or verbal consent is needed to share your personal information.
- We tell you that you can withdraw consent at any time.
- We explain consent in a way you can understand.
- You complete a Participant Information Consent Form when you agree.
- The signed form is placed at the front of your file.
- Staff who need to know are told about the consent.
- Oral consent or refusal is written in your support plan with date, time and the staff member's name.

Photos and advocates

This section tells you special rules for photos and advocates.

- You must give written consent before we take or use your photo.
- You must give written consent before we use an advocate or share information with them.

Your rights

This section tells you what you can expect about your information and consent.

- You can say yes or no to sharing your information.
- You can change your mind and withdraw consent at any time.
- You can ask for help to understand what you are agreeing to.
- You have the right to privacy and to be treated with respect.

What staff must do

This section tells you what staff must do about consent.

- Tell you about your consent rights when you start with us.
- Use interpreters or other helpers if you need them.
- Get the right type of consent for the situation.
- Record consent or refusal clearly and put forms in your file.
- Only share information with people you have agreed to, unless the law requires otherwise.

Safety and privacy

This section tells you how we keep your information safe.

- We keep your records secure and private.
- We only share what is needed and only with people you agree to.
- If the law requires us to share, we will tell you if we can unless this is not allowed.

How to change or withdraw consent

This section tells you what to do if you want to change your mind.

- Tell the worker who supports you.
- Ask them to tell the manager if needed.
- We will record your change and stop sharing information as soon as we can.

Complaints and help

This section tells you where to go for help or to make a complaint.

- If you are worried, tell a staff member.
- You can ask for an advocate or family member to help you.
- Ask to speak to the manager if you are not happy with the response.



- You can also contact external advocacy services for help.

Forms

This section tells you the main form we use for consent.

- Participant Information Consent Form

How we follow the law

This section tells you the laws and standards we follow.

- Disability Services Act 1986
- Disability Discrimination Act 1992
- Privacy Act 1988
- NDIS Practice Standards and Quality Indicators 2021