

Privacy and Dignity Policy and Procedure in Easy English

Privacy and Dignity Policy and Procedure

1.0 Purpose

This section tells you why we have this policy.

- We respect your dignity and right to privacy.
- We want to protect your personal information.
- We want you to feel safe when you use our services.

2.0 Scope

This section tells you who this policy is for.

- This policy applies to all participants.
- It also applies to all staff.
- It applies to other service agency representatives who work with us.

3.0 Policy

This section tells you the main rules we follow.

- We will protect your privacy and dignity.
- We only collect information we need to provide supports.
- We will ask for your consent before we collect personal information.
- We will tell you what we collect and why we collect it.
- If we record audio or video, we will ask you to agree in writing first.
- We will give you information in a way you can understand.
- We follow the Privacy Act 1988 and the Australian Privacy Principles.
- We follow NDIS rules and the NDIS Quality and Safeguards Commission.

4.0 Procedure

This section explains what we do with personal information.

4.1 Dealing with personal information

This tells you how we collect, store and use information.

- We only collect information we really need.
- We collect information in fair and lawful ways.
- We will get your consent before we collect personal information.
- We will tell you what we collect, why we collect it and who can see it.
- We keep information accurate and up to date.
- You can ask to see your information and ask for corrections.
- We take steps to protect information from misuse, loss or unauthorised access.
- We destroy or permanently de-identify information we no longer need.
- If we record audio or video, we will tell you and get your written agreement first.

4.2 Participant records

This tells you how we keep participant files safe.

- Participant records are confidential.
- Only staff who help you can access your records.
- We only share your information with other people if you agree.
- If you agree to a recording, we keep a written permission form in your file.
- Hard copy files are kept in a locked filing cabinet in the office of the DIRECTOR.

4.3 Responsibilities for managing privacy

This tells you who does what to protect privacy.

- All staff must protect personal information they see.
- The DIRECTOR is responsible for information on our website and in our publications.
- The DIRECTOR must get consent before we use anyone's personal information.

- The DIRECTOR makes sure information from other agencies follows our privacy rules.
- The DIRECTOR makes sure staff know the Privacy Policy.
- The DIRECTOR gives participants information about their privacy rights.
- The DIRECTOR handles privacy questions and complaints.

4.4 Privacy information for participants 🔍

This tells you what we tell you at the first meeting.

- We tell you what information we will collect about you.
- We tell you how we will protect your privacy.
- We tell you your rights about your information.
- We will ask you to agree before we share information with government or others.
- You can opt out of NDIS information sharing during audits if you choose.

4.5 Privacy for interviews and personal discussions 📄

This tells you how we protect privacy in interviews and talks.

- We only ask for personal information that is needed to support you.
- Information you give us is stored securely in our systems.
- We take reasonable steps to stop loss, unauthorised access, change or disclosure of records.
- We will not give your personal information to someone else without your consent unless the law requires it.

5.0 Related Documents 📁

This section lists other documents that link to this policy.

- Code of Conduct Agreement
- Easy Read Privacy Document
- Participant Handbook

- Participant Information in Easy English
- Participant Information Consent Form
- Privacy and Confidentiality Agreement
- Staff Handbook
- Staff Training Plan
- Staff Training Record
- Training Attendance Register - In-house
- Consent Policy and Procedure

6.0 References

This section lists laws and standards we follow.

- NDIS Practice Standards and Quality Indicators 2021
- Privacy Act 1988 (Commonwealth)
- Australian Privacy Principles (Commonwealth)

Making a complaint or asking a question

This tells you how to get help or make a complaint about privacy.

- If you have a question, talk to our staff.
- If you want to make a complaint about privacy, speak to the DIRECTOR.
- The DIRECTOR will listen and try to fix the problem.

Your rights

This section tells you the things you can ask for.

- You have the right to privacy and to be treated with respect.
- You can say yes or no to sharing your information.
- You can ask to see your information.

- You can ask us to correct wrong information about you.
- You can ask for information in easy read or with an interpreter.

Our responsibilities

This section tells you what we must do.

- We must follow the law and the NDIS rules.
- We must protect your personal information.
- We must get your consent before collecting or sharing your information.
- We must keep staff trained about privacy.