



Video and Photo Policy

During a shift, a support worker may be asked or required to take a video or photo of a client. This could be to capture a special moment or at the request of the client's family or care team. This guide aims to minimise risks for everyone and ensure that content is handled and used appropriately.

When taking and using photos and videos support workers must observe the following:

- **Always use the client's phone** – the only exception is, in the event that a client does not have their own personal device to take photos or videos on, you may use your personal device however, once you have sent the photos or videos to the client or to a person they have approved you must delete the photos and videos from your personal devices. This must be done before the end of your current shift.
- **Only be taken with the consent of each person captured** – before taking photos or videos you must ask for permission of the person/s you are going to take the photos or videos of. If the photos or videos will be of a client, you must first ask for their permission first. A person giving consent must have the capacity to understand and communicate their consent, should a person be under the age of 18, you must obtain consent for the child's parent or guardian. Consent must be given voluntarily and if possible, in writing.
- **Respect people's rights** - respect each person's right to control how and for what purpose the photos and videos are used. If someone objects to being filmed or photographed, respect their wishes.
- **Comply with relevant legislation and this guide** – generally photos, videos or digital images of people are considered “personal information” and are governed by the Privacy Act or equivalent in each state. We recommend you familiarise yourself with rules and regulations in the privacy act <https://www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act>
- **Social Media** – do not share any content on your own personal social media.

If you have any questions, please contact:
contact@mycarematch.com.au 0481 112 928.