

# PARTICIPANT PRIVACY AND DIGNITY POLICY OPERATIONAL POLICY



<b>POLICY TITLE:</b>	<b>PARTICIPANT PRIVACY AND DIGNITY POLICY</b>		
<b>VERSION:</b>	004	<b>DATE EFFECTIVE:</b>	01/06/2006
<b>AUTHORISED BY:</b>	Chief Executive Officer	<b>DATE REVIEWED:</b>	16/02/2024

## SUMMARY

We make sure everyone feels respected and safe by keeping their personal information private and treating them with dignity.

## PURPOSE

To ensure each Participant's right to privacy, dignity, and confidentiality in all aspects of their life is recognised and respected. To ensure a good understanding of confidentiality, privacy and dignity for all employees, volunteers, committee members, Participants, and their families.

## SCOPE

Applies to all staff, board members, and volunteers in provision of supports and services.

## IMPLEMENTATION

At ARC Disability Services Inc. (ARC), we prioritise privacy and confidentiality in all our interactions with Participants, their families, and our employees.

We expect all employees, board members, and volunteers to understand and adhere to the Australian Privacy Principles (APP). Information on the Privacy Principles is provided during the induction process, and compliance is mandatory as per engagement agreements. Our adherence to privacy and confidentiality principles is critical, laying the groundwork for our service delivery that respects each individual's privacy and dignity.

## PRIVACY AND DIGNITY IN SUPPORT PROVISION

During the provision of supports, we ensure that your privacy and dignity are respected at all times. Our staff are:

- Required to keep all discussions and information shared during direct supports confidential.
- Trained to respect your personal space and boundaries, ensuring that physical interactions are appropriate and respectful.
- Expected to support you in making your own decisions and choices, respecting your autonomy and right to self-determination.
- Responsible for providing personal care services with sensitivity and respect, ensuring that your dignity is maintained at all times.
- Encouraged to foster a supportive environment where you feel valued, respected, and included, promoting a sense of belonging and community.
- Mindful of your individual preferences and cultural beliefs, ensuring that support services are tailored to meet your unique needs and preferences while respecting your privacy and dignity.

## OUR PRIVACY AND DIGNITY PRINCIPLES

This section outlines the key principles guiding our approach to your privacy and dignity, reflecting our commitment to upholding these values across our services

### Collection, Storage, And Handling Of Participant Information

- To understand your needs and provide suitable services, we collect personal information, ensuring the process respects your privacy.
- Your information, whether electronic or hard copy, is stored securely, accessible only to authorised staff involved in your support.

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## Consistency in Document Handling

- We maintain consistency in documenting and handling your information to ensure its recorded accurately, and access is properly managed.
- Staff follow detailed procedures for consistent information management, enhancing fairness and accuracy.

## Compliance with Legal and Ethical Standards

- We strictly adhere to the NDIS Quality and Safeguards Commission regulations and the Australian Privacy Principles, ensuring your information's privacy is protected.
- Our practices are regularly reviewed to stay compliant and protect your privacy effectively.

## Informed Consent

- Before collecting any personal information, we explain the purpose and use, ensuring you're fully informed. For sensitive processes like audio or video recording, we seek explicit written consent.
- All staff are trained in obtaining and documenting your consent, respecting your autonomy and rights.

## Communicating Our Privacy Practices

- Our privacy policies are communicated to you in clear, accessible language, adapted to meet diverse needs including different formats and languages.
- We ensure information is presented in a way that suits your communication preferences, including visual aids or alternative formats for better comprehension.

## Ensuring Accessibility and Support

- If you need assistance, like interpreters or materials in easy-to-read formats, we provide these to ensure effective communication.
- We proactively identify and address any accessibility needs to facilitate your understanding and engagement with our services.

## Legal and Ethical Obligations

- Our legal and ethical obligation to protect your privacy is fundamental, with staff fully aware and trained in these responsibilities.
- We provide ongoing training and updates on privacy laws and ethical standards to our staff, ensuring they are equipped to protect your information.

## Encouraging Open Communication

- We encourage you to report any privacy or dignity concerns to staff.
- Your feedback is invaluable, helping us refine our practices and uphold the highest standards of privacy and dignity.

## RELATED DOCUMENTS

- Easy Read - Privacy
- Participant Handbook
- Consent Policy
- Preferred Method of Communication Policy

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## REFERENCES

- Australian Human Rights Commission
- Australian Privacy Principles (Commonwealth)
- NDIS Practice Standards and Quality Indicators 2021
- Privacy Act 1998 (Commonwealth)
- The NDIS Code of Conduct

## AUTHORISATION

This Policy is approved and issued by:

A handwritten signature in blue ink, appearing to read 'Ben Keast', is written over a horizontal line.

**BENJAMIN KEAST**

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