

Policy

PRIVACY, DIGNITY AND CONFIDENTIALITY

1. Purpose and Scope

The purpose of this policy is to establish standards of privacy, dignity and confidentiality in Aurora Support Services dealings with prospective, current and past users of the organisation's services.

The policy has been framed around the National Disability Insurance Scheme Act 2013, NDIS Code of Conduct and NDIS Practice Standards.

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

2. Policy Statement

Aurora Support Services is committed to ensuring that all participants of the organisation have the same level of privacy, dignity and confidentiality as is expected by the rest of the community.

3. Procedures

The following procedures are to be implemented to ensure that Aurora Support Services meets its policy objective of ensuring that all participants of the organisation have the same level of privacy, dignity and confidentiality as is expected by the rest of the community.

Aurora Support Services will:

- 3.1 Involve the relevant participant in discussions concerning them whenever they are present.
- 3.2 Only collect information about the participant that can be shown to be directly relevant to effective service delivery and the organisation's duty of care responsibilities.
- 3.3 Seek the written consent of the participant or family prior to obtaining information from any other source (refer Appendix 1).
- 3.4 Seek the written consent of the participant or family prior to releasing information to any other source.
- 3.5 Ensure that personal information is stored securely and is not left on view to unauthorised Aurora Support Services staff or the general public.
- 3.6 Ensure that only those Aurora Support Services staff who need access to the above information will be granted access.
- 3.7 Advise the participant and family of the nature of the personal information that is held by Aurora Support Services about the participant.
- 3.8 Advise the participant and family of their right to view the information that Aurora Support Services keeps in respect of the participant.
- 3.9 Ensure that personal information about a participant is only held by Aurora Support Services as long as it remains relevant to the delivery of effective services and Aurora Support Services duty of care obligations (refer Archiving Procedure).
- 3.10 Promptly investigate, remedy and document any consumer grievance regarding privacy, dignity or confidentiality.

5. Review of Policy

This policy will be reviewed on a two-year 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 will be reviewed immediately and amended accordingly.

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Aurora Support Services

CONSENT TO OBTAIN / PROVIDE INFORMATION

I, _____, authorise Aurora Support Services
 (Name of Applicant)

to obtain / provide the following information about me (state name) _____

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____

I understand this information will used for the purpose of : _____

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____

This information will not be used for any other purpose of which I may be identified without my express consent.

Signature of Applicant _____

Relationship to Participant _____

Date _____

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