

PRIVACY POLICY



1. PURPOSE AND SCOPE

The purpose of this policy is to establish standards of privacy and dignity in the organisation's dealings with prospective, current and past members and people with disability and their families/carers. The policy has been framed around individuals' rights as they are specified in the Privacy Act (1988), Freedom of Information Act (1982), The Disability Services Act (1993) and Standard 1 of the National Standards for Disability Services (2013).

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

2. POLICY STATEMENT – PRIVACY

DDWA is committed to ensuring that all people with disabilities and families/carers have the same level of privacy as is expected by the general community.

3. PROCEDURES

The following procedures are to be implemented to ensure that the organisation meets its policy objective of ensuring that all members of the organisation and its constituency have the same level of privacy, dignity and confidentiality as is expected by the rest of the community. DDWA staff and board members will:

- 3.1 Provide services in ways that enhance the dignity and positive social image of people with disabilities and family members and which respect people's privacy.
- 3.2 Ensure that facilities for changing and toileting for people with disabilities provide privacy.
- 3.3 Only collect information about the member which can be shown to be directly relevant to effective service delivery and DDWA's duty of care responsibilities.
- 3.4 Ensure that personal information is stored securely and is not left on view to unauthorised staff or the general public.
- 3.5 Advise the members of the nature of the personal information that is held by DDWA about the member.
- 3.6 Advise the member of their right to view the information that DDWA keeps in respect of the member.
- 3.7 Ensure that personal information about a member is only held by DDWA as long as it remains relevant to the delivery of effective services and DDWA's duty of care obligations.
- 3.8 Promptly investigate, remedy and document any member's grievance regarding privacy.

4. PERFORMANCE STANDARDS

The following performance standards must be met to ensure that the procedures specified in Section 4 are implemented effectively:

- 4.1 All people with disabilities and families/carers have access to DDWA's Policy on Privacy.
- 4.2 All employees have been encouraged to read DDWA's Policy on Privacy and a staff copy of the policy is kept on the premises.
- 4.3 Feedback from members demonstrate that they feel their privacy is respected by DDWA personnel.
- 4.4 Members have been informed about why the information sought is required by the organisation.
- 4.5 Photographic, video or other identifying images are not displayed or aired publicly without the written prior permission of the member or designated family member/carer.
- 4.6 Any grievances have been addressed in accordance with the privacy, dignity and confidentiality principles outlined in the Policy on Feedback and Complaints.

5. REVIEW OF THE POLICY

This policy will be reviewed on a two yearly 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.