

	ONE2ONE POLICY			
	Title	Privacy	Policy No	11
	Indicator	CM1 – Rights and Responsibilities	Review Date	14/10/2020

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 consumers of One2One’s services. 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 “Rights” of the National Standards for Disability Services (2013).

This policy applies to all of One2One’s services. This policy aligns closely with One2One’s Collection of Personal Information Factsheet and Consent Form.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

2. POLICY STATEMENT

One2One is committed to ensuring that all consumers and families/carers have the same level of privacy as is expected by the general community.

3. POLICY CONTENT

The following procedures ensure that the organisation meets its policy objective.

One2One staff and board members, and consumer employees will:

- provide services in ways that enhance the dignity, privacy and positive social image of consumers and their families
- only collect information about the consumer that can be shown to be directly relevant to effective service delivery and One2One’s duty of care or compliance responsibilities
- ensure that personal information is stored securely and is not left on view to unauthorised staff or the general public
- advise the consumer and family of the nature of the personal information that is held by One2One about the consumer, when requested
- ensure that personal information about a consumer is only held by One2One as long as it remains relevant to the delivery of effective services and/or One2One’s compliance obligations; and
- promptly investigate, remedy and document any consumer grievance regarding privacy

3 PERFORMANCE STANDARDS

The following performance standards will indicate that the procedures specified in Section 3 are working effectively:

- All consumers and families/carers have access to One2One’s policy on Privacy
- All staff and consumer employees have been informed of One2One’s policy on Privacy and a copy of the policy is readily available to all staff, employees and consumers at any time

- Feedback from consumers and family/carers demonstrate that they feel their privacy is respected by One2One and their own employees
- Consumers and families have been informed about why the information sought is required by the organisation, when requested
- Photographic, video or other identifying images are not displayed or aired publicly without the written prior permission of the consumer or designated family member/carer
- Consumer files have been periodically reviewed to ensure that personal information that is no longer relevant, or more than seven years old, is culled from files and shredded
- Any grievances have been addressed in accordance with the privacy, dignity and confidentiality principles outlined in the policy on Feedback and Complaints.

4 RELATED DOCUMENTS

- One2One Collection of Personal Information Factsheet
- One2One Confidentiality policy

5 POLICY REVIEW

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.

Authorised: Director – One2One