

Policy: Privacy and Confidentiality

Reviewed: 22/04/2021

Introduction

Sharnic Connect is committed to implementing a system to ensure each participant will receive quality services and supports that respect and protect their dignity and right to privacy by complying with the 'Privacy Act 1988' and the 'NDIS Quality and Safeguarding Framework' requirements and other legal obligations.

At Sharnic Connect, we commit to providing support that always recognises and respects participants' human rights, including their right to privacy and dignity, and to make choices.

Applicability

Who
Management, employees, contractors, volunteers

When
At all times

All our employees and workers are trained and committed to respect and protect the dignity and right to privacy of the Participant for all personal and confidential information. We will provide an interpreter if required for communication with the participant, and respectfully work with the participant's interpreter or representatives.

Sharnic Connect will make sure that each participant understands and acknowledges what type of personal information, including recorded material in audio and/or visual format, will be collected and for what reason. All personal and confidential information will only be collected, used, retained and disclosed to other parties such as their advocate by obtaining the Participant's consent.

We will inform the Participant in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law.

Sharnic Connect ensures the information is appropriately prevented from misuse, loss, remove, change, unauthorised access and disclosure to or used by any other person or organisation.

Each participant can request to have access to the collected information by contacting us via email, mail or phone using the details provided in the 'Provider Contact Details' section of the 'Client Handbook', or in the Service Agreement at any time to correct their information and withdraw or amend their prior consent.

At Sharnic Connect, we aim to collect the information accurately and maintain them up to date. All documents are stored on a securely protected database with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes. Sharnic Connect does not create or maintain paper (hard copy) records.

The personal information that is no longer required or legally expired will be disposed of.

Each participant can make a complaint about a breach of their privacy using the details provided in the 'Feedback and Complaints Policy' section of our 'Client Handbook' and/or complete our 'Complaints Management Form' that has been provided in the 'Welcome Pack'.

All Employees / Workers who may have access or become acquainted with written materials and other confidential information must:

- prevent misuse, loss, remove, change, unauthorised access and disclosure to or use by any other person or organisation
- maintain the confidentiality of the confidential information
- use the confidential information only for carrying out their roles and responsibilities
- make available and accessible to the Participant as appropriate
- return the borrowed information in a proper condition and at the time requested
- not keep or share the information outside the organisation
- not use images and videos of participants without their permission
- return all confidential information on termination of the employment
- read and understand this 'Privacy & Confidentiality Policy' and acknowledge the 'Organisation Handbook'

The formal disciplinary process applies for employees and workers who are suspected of committing breaches of the 'Privacy & Confidentiality Policy'.