SD2- Privacy, Dignity and Confidentiality Policy

In accordance with the Australian Privacy Principles Hunter Home Modification affirms and respects the right of individual to privacy and confidentiality in all aspects of their life.
Services are delivered in a way that respect the dignity of clients/carers.
Hunter Home Modifications (HHM) is committed to the principles outlined in the *Privacy Act 1988 and* Australian Privacy Principles to protect client's privacy and ensure that the collection, storage, use and disclosure of personal information collected complies with the legislation.

1. Purpose

The purpose of this policy is to document and explain the general principle and procedures relating to consumer information, privacy, dignity, and confidentiality.
The Policy outlines HHM's approach to ensure services are delivered in ways that respect the dignity and privacy of clients in accordance with:

- the Australian Privacy Principles.
- The NDIS Practice Standards
- The Aged Care Quality Standards

2. Dignity and Respect

HHM has a culture of inclusion and respect for consumers; HHM supports consumers to exercise choice and independence while protecting and respecting the consumers privacy and dignity. Our individually customised solutions for the provision of home modifications and equipment enhance the client's quality of life and enables increased independence and dignity.

3. Collection of Client Information

Personal Information means information or an opinion about an identified individual, or an individual who is reasonably identifiable: whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.
HHM only collects personal information that is necessary for efficient and tailored service provision and/or funding obligations and ensures that all information is collected by lawful means.
Management and staff are to be inducted in and provided with training and information on the rights of Consumers to privacy and confidentiality and the processes to support this on commencement of employment.

The key guidelines for respecting Consumer privacy, dignity and confidentiality in HHM are:

- We only collect information about Consumers that is relevant to the provision of support and services. All client information is only used for the purpose for which it was collected except where legal exemptions exist.
- Personal information is collected by HHM staff through the completion of various intake, referral, application or service delivery forms utilised in HHM service delivery. Generally, such forms are completed by a government contracted or referring agency with the assistance of the client or clients responsible person. All forms used by HHM to collect information are approved by management to ensure compliance with the Australian Privacy Principles (APP). Client information may also be collected via telephone calls face to face assessment or email, this information is recorded in our client management system and stored on a secure server within Australia.

- HHM may use cookies or analytics to track visits to our website and social media platforms to monitor their effectiveness and potential for continuous improvement. These statistics do not identify you as an individual.

- We seek consent from Consumers to, in an emergency, disclose personal information to other health service providers as appropriate to provide emergency care or services.

- We seek consent from Consumers to provide access to Consumer records to government officials (or their delegates) in the conduct of quality reviews or the investigation of complaints. We advise Consumers that these individuals are required to keep all information accessed through this process confidential

- Consent to share personal information can be withdrawn at any time by the Consumer.

- Consumers can ask to see the information that we keep about them and are supported to access this information if requested. The Consumer can nominate a representative to access the Consumer's records held by HHM.

- All information relating to Consumers is confidential and is not disclosed to any other person or organisation without the Consumer's permission.

- We only share information when it is necessary to ensure appropriate support is delivered and only with the Consumer's permission/consent beforehand.

- The provision of information to people outside HHM is authorised by the Chief Executive Officer
- We do not discuss Consumers or their support with people not directly involved in supporting them
- Assessments and reviews are always conducted in private with the Consumer and the Assessor unless the Consumer consents to their carer, advocate or other person being present
- During Consumer assessments the Assessor asks the Consumer about any particular privacy requirements they have. These are noted Consumer's records

4. Confidentiality of Complaints and Disputes

As far as possible, the fact that a Consumer has lodged a complaint and the details of that complaint are kept confidential amongst staff directly concerned with its resolution. Similarly, information on disputes between a Consumer and a staff member or a Consumer and a carer is kept confidential. The Consumer's permission is obtained prior to any information being given to other parties whom it may be desirable to involve in the resolution of the complaint or dispute.

5. Consumers Right to Access Information

Consumers of HHM have a right to read any personal information kept about them. A request from a Consumer (or their advocate) to access information is referred to the Chief Executive Officer who confirms the request and arranges for the Consumer to view their information.

Access is provided to the Consumer within 30 days from the date of the request.

The Chief Executive Officer is available to assist the Consumer in understanding the information and to explain terminology or other assistance.

On advice from HHM's legal representative, access to a Consumer's record may be denied. This will be discussed with the Consumer/advocate should this situation arise.

6. Monitoring Privacy and Confidentiality Processes

Privacy and confidentiality processes and systems are regularly reviewed. Staff, Consumers and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made.

Responsible Officer:		CEO	
File Number:		SD2 – Privacy, Dignity & Confidentiality Policy	
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