



PRIVACY AND CONFIDENTIALITY POLICY

Purpose and Scope

This policy lays out the duties of employees to collect, use, protect and disclose private data in accordance with the legislation on privacy.

It applies to all:

- Thrive Disability Services & Carer Support employees;
- Aspects of activities of Thrive Disability Services & Carer Support; and
- Private and health data of employees and clients

Definitions

Health information - Any information or an opinion about the physical, mental or psychological health or ability (at any time) of an individual.

Personal information - Recorded information (including images) or opinion, whether true or not, about a living individual whose identity can reasonably be ascertained.

Sensitive information - Information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political party, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preference or practices, or criminal record. This is also considered to be personal information.

Policy

Confidentiality and privacy are of Thrive Disability Services & Carer Support primary significance.

Thrive Disability Services & Carer Support protects the privacy of everyone, including the privacy of their participants and employees. All persons (or their legal agents) are entitled to decide who has access to their private data.

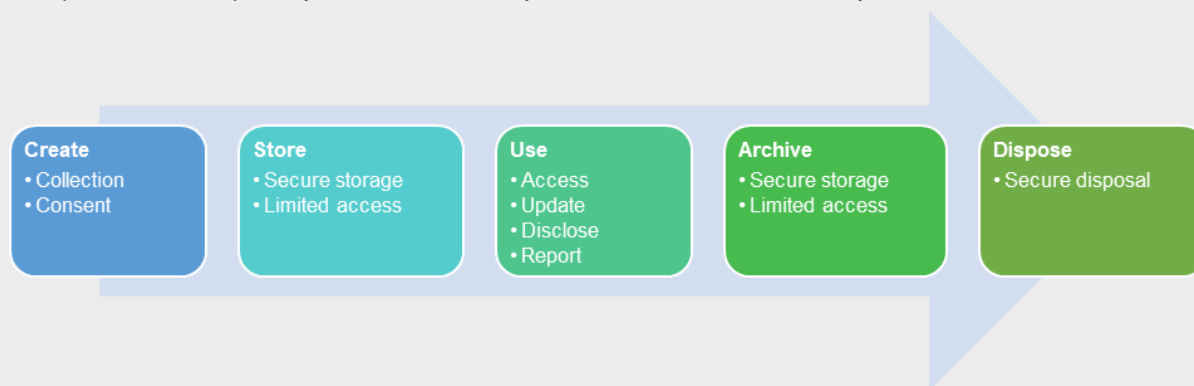
Thrive Disability Services & Carer Support collects, uses and discloses data in accordance with appropriate state/territory laws and Federal Privacy Act.

Thrive Disability Services & Carer Support promotes and supports privacy and confidentiality procedures through its documents and information management procedures (see Records and Information Management Policy and Procedure).

Thrive Disability Services & Carer Support shall obtain only the data needed for the secure and efficient provision of the service. It will only use collected data for the purpose it has been gathered and properly secure it. We generally store information both electronically and in secure physical storage. We use both technical and physical processes to protect the confidentiality of the information we hold.

Client personal information is destroyed or de-identified when clients exit from our services.

The procedures of privacy and confidentiality communicate with the lifecycle of data as follows:



Information Collection and Consent

Thrive Disability Services & Carer Support will only ask for private data required to:

- Assess the eligibility of a prospective client for a service;
- Provide a secure and responsive service;
- Monitor the services supplied; and
- Fulfil government non-identification and statistical data demands.

Personal participant data that Thrive Disability Services & Carer Support collects involves but is not restricted to:

- Clients and their parents and guardians contact details.
- Emergency contact details and individuals authorized to collect participants.
- Health status of clients and medical documents.
- Records of immunization.
- Records of medicine.
- Information about the external agency.
- Reports of incidents.
- Arrangements for custody.
- Permit/Forms of consent.
- Intake of service delivery, evaluation, review of data.
- Records of development, plans, portfolios and observations.

Before gathering private data from participants or their agents, employees of Thrive Disability Services & Carer Support will clarify:

- That Thrive Disability Services & Carer Support only collects private data needed for the secure and efficient delivery of services.
- that private data kept safely is used only for the purpose of obtaining it;
- What data is needed;
- Why the data is being gathered and how it will be stored and used;
- Occasions when it may be necessary to disclose the data and who or where the data may be revealed;

- The right of the Client to refuse to disclose the data;
- The rights of the Client to supply, access, update and use private data and to give and withdraw their permission; and
- the implications (if any) if all or part of the necessary data is not supplied.

Participants and their relatives must receive a Privacy Statement from Thrive Disability Services & Carer Support and notify them that a copy of this policy and procedure is accessible on request.

Workers must provide Clients and their families with data on privacy in ways that match their individual communication requirements.

After providing the above information, workers must use a Consent Form to:

- Confirm and explain the above-mentioned data; and
- Obtain permission from participants or their legal agents to collect, store, access, use, disclose and dispose of their private data. Clients and their representatives or families are responsible for:
 - Provide precise data when required;
 - Complete and return consent forms in a timely way;
 - be delicate and respectful to others who do not wish to be photographed or videotaped;
 - Be sensitive and respectful of other people's privacy in the use and disposal of photographs and videos.

NDIS Audits

Thrive Disability Services & Carer Support fulfils the criteria of the 2018 National Disability Insurance Scheme (Approved Quality Auditors Scheme) Guidelines whereby Clients are automatically included in NDIS Practice Standards audits. A NDIS Approved Quality Auditor may contact participants at any moment for an interview or for their participant file and plans to be reviewed.

Clients who do not wish to engage in audits may notify any employee who is required to provide written notification to General Manager. Their choice will be respected and recorded in their Client file by Thrive Disability Services & Carer Support. Thrive Disability Services & Carer Support shall notify its Approved Quality Auditor of participants who have refused to participate in the audit upon commencement of any audit process.

Access

Personal information of workers can only be accessed by the management team, who can access the data only if it is necessary to fulfil their responsibilities. Workers only have to access the private data of clients if it is necessary to carry out their responsibilities.

Workers and Clients have the right to:

- Request access to private data Thrive Disability Services & Carer Support holds about them, without offering a reason to request access;
- access this data; and
- make corrections if they think the data is not precise, complete or up-to-date.

All requests for Client access or correction must be addressed to the employee responsible for maintaining the personal information of the Client. All employees have access to or demands for correction. The Director must be addressed.

Within 48 hours of obtaining a request for access or correction, the answering member will:

- provide access or clarify why access is refused;
- correct private data or give reasons for not correcting it; or
- provide explanations for any expected delay in responding to the request.

An application for access or correction may be rejected in whole or in portion where:

- The application is frivolous or vexatious;

- It would have an unfair effect on the privacy of other persons;
- It would pose a severe danger to any person's life or health; or
- It would bias any investigation conducted by Thrive Disability Services & Carer Support or any other individual.
- It may be the topic of investigations.

Disclosure

Personal data of the client or employee may only be revealed:

- In an emergency situation
- To external organizations with the permission of the person (or of legal guardian)
- With the written consent of the authorized person;
- To fulfil parliamentary responsibilities such as compulsory reporting when needed by legislation.

Policy review

Thrive Disability Services & Carer Support may make changes to this policy from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers annually.

All service planning, delivery and evaluation activities will include workers, client and other stakeholders and their feedback. Thrive Disability Services & Carer Support’s annual service delivery and satisfaction surveys will include questions regarding:

- Satisfaction with Thrive Disability Services & Carer Support’s privacy and confidentiality processes;
- Whether stakeholders have received adequate information about privacy and confidentiality; and
- The extent to which clients and their supporters feel their privacy and confidentiality has been protected.

Thrive Disability Services & Carer Support's Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Thrive Disability Services & Carer Support's service planning and delivery processes.

Queries & Complaints

Thrive Disability Services & Carer Support is committed to maintaining high standards of maintaining privacy and confidentiality. If there are any concerns or complaints about how Thrive Disability Services & Carer Support are managing personal information, please contact us using the details below, and the Thrive Disability Services & Carer Support representative respond within 48 hours of receiving the query.

Email: info@thrivedisabilityservices.com.au

Phone: 1300 047 887

Mail: 462 Wellington Street, South Launceston TAS 7249

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		<i>ShellyNath</i>	Initial Release	04/02/2021