



CASS Group- Disability Services

PRIVACY, CONFIDENTIALITY AND DIGNITY

Policy Code: 1103

PRIVACY, CONFIDENTIALITY AND DIGNITY

Policy Statement

CASS Disability Services is committed to protecting and upholding the right to privacy of participants, staff, volunteers, management members and representatives of agencies we deal with. CASS Disability Services is committed to protecting and upholding the rights of our participants to privacy in the way we collect, store and use information about them, their needs and the services we provide to them.

CASS Disability Services requires staff, volunteers and management members to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information. The organisation will follow the guidelines of the *Australian Privacy Principles* in its information management practices.

CASS Disability Services will ensure that:

- it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of participants and organisational personnel
- participants are provided with information about their rights regarding privacy
- participants and organisational personnel are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature
- all staff and management members and volunteers understand what is required in meeting these obligations
- it will adhere to all requirements imposed under the *Privacy Act 1988*, including the requirements imposed by the *Privacy Amendment (Notifiable Data Breaches) Act 2017*, to strengthen the protection of personal information.

This policy conforms to the *Privacy Act (1988)* and the *Australian Privacy Principles* which govern the collection, use and storage of personal information.

Procedure

Dealing with personal information

In dealing with personal information, CASS Disability Services staff will:

- ensure privacy for participants, staff, volunteers or management members when they are being interviewed or discussing matters of a personal or sensitive nature
- only collect and store personal information that is necessary for the functioning of the organisation and its activities



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- use fair and lawful ways to collect personal information
- collect personal information only by consent from an individual
- ensure that people know what sort of personal information is held, what purposes it is held it for and how it is collected, used, disclosed and who will have access to it
- ensure that personal information collected or disclosed is accurate, complete and up-to-date, and provide access to any individual to review information or correct wrong information about themselves
- take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure
- destroy or permanently de-identify personal information no longer needed and/or after legal requirements for retaining documents have expired
- notify individuals and the Office of the Australian Information Commissioner (OAIC) when there has been a data breach (or suspected breach) of personal information, if it is likely to result in serious harm to individuals whose privacy has been breached

Responsibilities for managing privacy

- All staff are responsible for the management of personal information to which they have access, and in the conduct of research, consultation or advocacy work.
- All staff are responsible for content in CASS Disability Services publications, communications and web site and must ensure the following:
 - appropriate consent is obtained for the inclusion of any personal information about any individual including CASS Disability Services personnel
 - information being provided by other agencies or external individuals conforms to privacy principles
 - that the website contains a Privacy statement that makes clear the conditions of any collection of personal information from the public through their visit to the website
- Management and staff members are responsible for safeguarding personal information relating to CASS Disability Services staff, management members, volunteers, contractors and CASS Disability Services members.
- Management will be responsible for:
 - ensuring that all staff are familiar with the Privacy Policy and administrative procedures for handling personal information
 - ensuring that participants and other relevant individuals are provided with information about their rights regarding privacy
 - handling any queries or complaint about a privacy issue

Privacy information for participants

At intake / plan review meeting, participants will be told what information is being collected,



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how their privacy will be protected and their rights in relation to this information.

To ensure privacy for participants or staff when discussing and collecting sensitive or personal matters, the organisation will:

- Only collect personal information which is necessary;
- Which is given voluntarily; and
- Which will be stored securely

CASS Disability Services will not disclose such personal information to a third party:

- Without the individual's consent; or
- Unless that disclosure is required or authorised by or under law

References

Privacy Act 1988 and the Privacy Amendment Act 2017
 Personal Information Protection Act 1998
 Health Records and Information Privacy Act 2002 (NSW)

Documents related to this policy	
Related Policies	Individual values and beliefs
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • Staff Handbook • Consent for appearing on photos / videos • Service Agreement • Participant's Handbook

Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	1 June 2014	HAS & DS Committee	31 May 2017



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Version 2	29 May 2017	HAS & DS Committee	28 May 2020
Version 3	November 2020	HAS & DS Committee	November 2023