

## Privacy and Consent Document

NDIS Practice Standard	Rights and Responsibilities
Name:	Privacy and Dignity
Date Approved:	26 November 2019

### Scope

All participants and participant documents throughout Link Into Life.

### Rationale

To ensure all support provided to participants is done in a way that is respectful, ensuring the participants privacy and dignity is maintained at all times.

This procedure supports Link Into Life to apply the NDIS practice standard: Rights and Responsibilities, Provider Governance and Operational Management and Provision of Supports.

### Key Strategies

Participants on being supported by Link Into Life will be provided on how their privacy and dignity will be supported through an easy read document provided at the first meeting.

A consent form that clearly outlines the collection of information and how it is used will be provided. This will cover the sharing of information with others who are supporting them. The Director will provide an easy read document at the first meeting with the person and ensure they have understood it. This action is recorded on the person's file.

The Director will ensure that the participant is able to read the documents or will provide other translations, interpreters or video aids to explain the items. The director will ensure the participant is aware of when information can be disclosed, including by law.

The Director is required to ensure objective, detailed, accurate and up-to-date records and information are maintained to meet legal, contractual and mandatory reporting requirements. All requests for correction are processed in conjunction with privacy legislation as soon as practicable.

Information about a person sent or received via email is recorded in their electronic file by the officer sending or receiving the email.

Link Into Life needs to collect information about you for the primary purpose of providing a quality service to you. In order to thoroughly assess, diagnose and provide therapy, we need to collect some personal information from you. If you do not provide this information; we may be unable to treat you.

This information will also be used for:

- a. The administrative purpose of running the practice, including billing either directly or through an insurer or compensation agency.
- b. Use within the practice if discussing or passing your case to another practitioner within the
- c. practice for your ongoing management.
- d. Auditing purpose for funding bodies such as Medicare or Department of Veteran Affairs
- e. Disclosure of information to your doctors, other health professionals or to teachers to facilitate communication and best possible care for you; and In the case of insurance or compensation claim, legal requests it may be necessary to disclose information.

We do not disclose your personal information to overseas recipients.

Link Into Life has a Privacy Policy that is available on request. That policy provides guidelines on the collection, use, disclosure and security of your information. The Privacy Policy contains information on how you may request access to, and correction of, your personal information and how you may complain about a breach of your privacy and how we will deal with such a complaint.

To ensure the process of quality treatment provision, information about your assessment results and progress may be given to relevant other service providers, who are involved in your management. These may include your doctor, teachers, specialists, insurers, solicitors or employers. This will be done with your knowledge.

Any perceived risk of harm to self or others will be disclosed to the appropriate authorities. This will be discussed with you in our introduction as well as prior to carrying out such a disclosure.

Referral with your consent will be made where other services are seen to provide a more effective care or your support is outside the scope of Link Into Life.

All information is stored within online system which is an Australian Based package. Only the Director has access to this information. All hard copies of information once scanned will be destroyed. Originals will be returned to the Participant. Where a hard file is required and hard copy documents do need to be retained, they will be stored in a locked filing cabinet.

The Director authorised in their role to access personal information must not share their passwords and logins with others and sign a confidentiality agreement advising that they will take all reasonable steps to ensure information is protected from misuse, loss and unauthorised access.

At time of commencing work and as required throughout service, participants are given the opportunity to update or adjust their information. Participants will be able to see their information as per in line with the Privacy Legislation.

In some rare circumstances access to personal information may be denied. There may be real concerns that access to certain information could pose a serious threat to the life, health or safety of an individual, or to public health or public safety or have an unreasonable impact on the privacy of other people. The Director will consider all the circumstances and make this decision. Where access to information is not provided, The Director will provide a formal response explaining why access has been denied.

Complaints about perceived or suspected breaches of privacy will be dealt with using the Feedback and Complaints Policy and Procedure

### **Responsibility**

The Director is responsible for having sufficient skills, knowledge and ability to implement the procedure. The Director is also responsible for encouraging people with disability, family, friends, carers and advocates to support independent decision making.

### **Review and evaluation**

Link Into Life will monitor feedback and complaints to identify opportunities to improve choice and control for people accessing Link Into Life services.

### **Key contact**

Questions about how to implement this procedure should be directed to the Director

### **Approvals**

Date of approval: 26 November 2019

Date of review: 31 July 2021

Signature of Director: AmandaJRenger