

Customer Privacy and Dignity



Purpose

Achieve Australia is committed to providing support that recognises and respects the human rights of people we support (clients), including their right to privacy and to make choices. We are also committed to protecting the privacy of other key stakeholders such as families and carers, staff, and volunteers.

Achieve Australia will facilitate, as far as possible, the capacity of all clients who access services to determine their own best interests and to make decisions about their own lives, including in relation to directing supports that respect their culture, diversity, values, and beliefs.

Where supported decision-making or nominee decision-making is in place, we will provide clients and their chosen supporters (where reasonable and possible) with support.

Our Privacy and Dignity Policy is based on

- our recognition of the legal and human rights of each person we support (client)
- our requirement to comply with the Australian Privacy Act (1988) (Cth) and the Australian Privacy Principles
- the rights of each client to access supports from us that respect and protect their dignity, and personal privacy
- the rights of clients to understand what information we collect about them, why, how it is held, and who has access to it. This information is provided to clients in the mode, format, language requested or best understood by the client. This includes providing information in audio or visual format if required.
- our understanding that any personal information we hold about a client belongs to them, and not to us. Therefore, as caretakers of this information, we have a moral and legal responsibility to maintain, update, and protect it appropriately.
- the commitment of our organisation to the upholding of the dignity of clients that access our services and supports and all people with disability
- our belief that supports delivered by us should be provided in a way that enhances and promotes the dignity of the client, in the way it is best understood by them
- our commitment to the NDIS Code of Conduct.

Scope

This policy relates to all employees, contractors, volunteers and students on placement responsible for collecting, storing, using or disclosing individuals' information on behalf of Achieve Australia.

Legislative Context

- Privacy Act 1988
- National Disability Insurance Scheme (NDIS) Act 2013
- Disability Discrimination Act 1992 (Cth)
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- NSW Anti-Discrimination Act 1977
- Children and Young Peoples Care and Protection Act (1998)

Reference Documents

- United Nations Convention on the Rights of Persons with Disabilities
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018 (Notifiable Instrument)
- NDIS Code of Conduct
- Terms of Business for Registered Providers (effective 1 July 2016)
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- Achieve Australia Privacy Policy
- Achieve Australia Customer Charter of Rights and Responsibilities
- Achieve Australia Information Management Policy and Procedure
- Achieve Australia Complaints and Feedback Policy and Procedure

Policy Owner	People, Performance and Culture Executive
Approved By	Chief Executive Officer
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