

Policy: Privacy and Dignity

Date: 16 May 2023

Version: Version 3

Introduction

Inclusive Housing Australia (IHA) is a dedicated provider of Specialist Disability Accommodation (SDA). IHA builds and manages accommodation for people with disability to transform their lives by helping them to live independently. SDA does not refer to the disability support services a person receives, rather the homes in which these services are delivered. While we will help participants to navigate the NDIS system, it will be the responsibility of individuals to negotiate their relationships with other providers. This policy has been developed as a set of rules and principles that guide our people about how to act in the workplace. Procedures are currently under development.

Policy statement

Each participant accesses supports that respect and protect their dignity and right to privacy.

IHA is committed to safeguarding the confidentiality of personal or sensitive information collected with regard to the people we support.

This policy supports IHA to apply Standard 1: Right and Responsibilities of the National Standards for Disability Services.

Scope

This policy applies to all staff including permanent and casual, contract workers, temporary agency workers, and volunteers. This policy is owned by the Board.

Principles

IHA supports participants to access supports that respect and protect their dignity and right to privacy. All employees adhere to legislation, protocols and professional practices to maintain participant privacy and personal dignity.

IHA will ensure that:

1. Consistent processes and practices are in place that respect and protect the personal privacy and dignity of each participant.

2. Each participant is advised of confidentiality policies using the language, mode of communication and terms that the participant is most likely to understand.
3. Each participant understands and agrees to what personal information will be collected and why, including recorded material in audio and/or visual format.

What kinds of personal information may we collect?

- *Personal information.* Such as participants' full name, address, contact details, date of birth, financial information, photographic images and attendance records; and contact details for guardian, financial manager, NDIS plan nominee, next of kin.
- *Sensitive information.* Such as religious beliefs, government identifiers, nationality, languages spoken at home, financial and guardianship orders, family court orders, criminal records, sexual orientation.
- *Health information.* Such as NDIS plan medical records, individual healthcare plans and counselling reports.

Please refer:

- Participant Information Form
- Individual Consent Release Personal Information Form

IHA has nominated its Chief Operating Officer as the Privacy Officer. If a participant has a query or complaint or requests a copy of their personal information, please contact the Privacy Officer at info@inclusivehousing.com.au.

The Privacy Officer's role is limited to:

- Receive and respond to any access requests to personal information
- Report any requests or complaints to the Board of Directors.

Definitions

- Confidential Information: any information that identifies a person
- Personal Information: information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.
- Sensitive Information: the meaning set out in the Privacy Act.

Related Documents

IHA SDA Handbook

IHA SDA/Tenancy Agreement

Related legislation and policy

Legislation, policy, guidelines or other material that directly relates to this policy include:

- Privacy Act 1988 (Cth)
- National Security Legislation Amendment Act (No. 1) 2014
- Privacy Amendment (Private Sector) Act 2000
- National Privacy Principles (2001)
- Privacy and Personal Information Protection Act 1988 (NSW)
- Chapter 16A, S248, S75-79 Children and Young Persons (Care and Protection) Regulation 2012
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2016.
- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2020

If any person feels that a part of IHA's policies are not in the best interest of persons we support or do not reflect the intent or practices of person-centred care, the matter is to be referred to the Chief Operating Officer at info@inclusivehousing.com.au. The Chief Operating Officer shall consider concerns expressed regarding policies and procedures. The Chief Operating Officer, at their discretion, is the only person who may make an exception to the policies.

This policy is further reinforced through IHA's SDA Handbook and other communications with Participants.

Accessibility

This Policy is available in accessible format. Participants can access the Easy Read version on the IHA [website](#).

Language Interpreting Services are available to NDIS participants and carers at no charge. Call TIS National direct on 131 450 or call the NDIS on 1800 800 110. Information on the service can be found on the NDIS [website](#).

Changes to this policy

This Policy is subject to change at any time. Please check our Policy on our website www.inclusivehousing.com.au regularly for any changes.

Approvals

Date of approval:

Date of review:



Signature of Chief Operating Officer:

Signature of Board Chair: