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**SOLUTIONS**



**Privacy,  
Confidentiality  
and Consent**



[WWW.17SOLUTIONS.COM.AU](http://WWW.17SOLUTIONS.COM.AU)

# Privacy, Confidentiality and Consent

We value and respect the right to privacy, confidentiality and dignity of you, your family and our staff. From time to time we need to collect information from you and this is only done with your consent. We require your personal information to help us develop, monitor and evaluate your support plan and to provide the best level of service for you,

Our employees must sign a Confidentiality Agreement when they commence working for us. This means they are not allowed to disclose information you give us in confidence. We have rules in place to make sure your personal information is not shared unless you have consented to this and our policies and processes regarding personal information follow the law.

Any information which can identify you is for use by our staff only. It is stored and controlled securely and is not made available to outside agencies. You are able to request access to this information or to correct or update your information at any time.



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## **YOUR FAMILY**

We encourage you to keep in touch with your family but we respect your wishes if you choose not to. We respect your right to privacy and confidentiality in your personal relationships, such as family members. We will ensure that personal matters between you and your family are kept private and confidential. If there are things you don't want even your family to know about you, we will also respect that.<sup>04</sup>

## **EXTERNAL USE OF PERSONAL INFORMATION**

We take all possible steps to protect your personal, sensitive and health-related information against loss, misuse, unauthorised access, modification or disclosure.

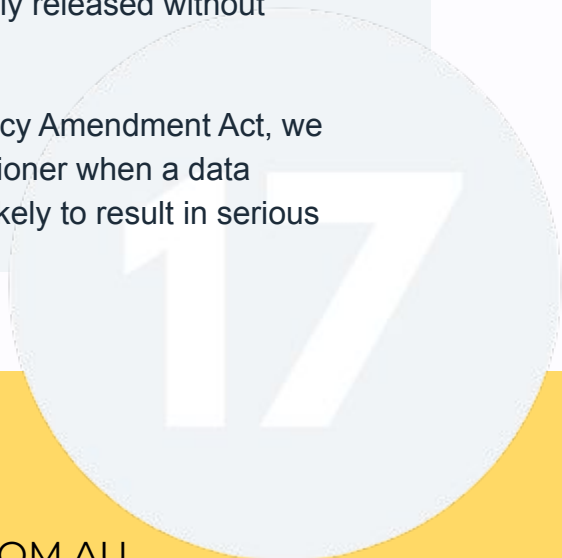
Your personal information will not be disclosed to any third parties without your permission, except where this is required under the Privacy Act.

As your support provider, we have a responsibility to report to funding bodies, for example. In such cases you are not identified personally.

## **NOTIFIABLE DATA BREACHES SCHEME**

This scheme has been set up to protect people whose personal information has been accidentally or deliberately released without their authority or has been lost.

Under the Commonwealth Government's Privacy Amendment Act, we must notify both you and the Privacy Commissioner when a data breach involving your personal information is likely to result in serious harm.



## **CONSENT**

When you sign a service agreement with us, you give us permission to collect the personal information we need to provide support to you and to report to the funding agencies. If we are required to release information to other people, including other service providers, we ask you first and we will not release that information without your permission.

We are obliged to meet all NDIS standards. This includes providing their auditors with access to records and contact information so they may contact you about the service we provide to you. You can request that the auditors do not gain access to your information by contacting our office or speaking to one of our managers.

We may take photos of you from time to time to show your daily activities and achievements in your support plan, or to share in our family newsletters or other documents. You give us consent to do this when you sign your Service Agreement, but you can let us know if you do not wish photos of you to be used in this way.

We will not use your picture or information for any purpose, such as our website or brochures, unless we have your specific consent to do so.

## **INCAPACITY TO CONSENT**

If you do not have the capacity to give us your consent based on the information you are given, we will assist you to find a service that can help you to make an informed choice, such as a guardian or advocate.



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