



Privacy, Dignity and Confidentiality Policy

1. Policy Connections

National Standards for Disability Services Standard 1 Rights. Disability Services Act 1986 (Commonwealth), and Disability Discrimination Act 1992 (Commonwealth), Australian Privacy Act 1988, Australian Privacy Principles.

2. Policy Statement

Directions respects the privacy, dignity and confidentiality of everyone that we support, including visitors to our website. The writing style of this policy is designed to address people directly and it is distributed to everyone who is supported by Directions.

3. Individual Privacy

Directions recognises the importance of protecting the privacy of personally identifiable information collected about the people that we support and is committed to protecting and upholding people's right to privacy. Directions is bound by Australian Privacy Act 1988, Australian Privacy Principles (APP), which impose specific obligations when it comes to handling information.

Directions will:

- Only collect information about the individual that is directly relevant to effective service delivery and duty of care responsibilities;
- Not use or disclose personal information about an individual for a purpose other than:
 - The purpose for which it was collected;
 - A related purpose which the individual would reasonably expect;
 - A purpose required or permitted by law;
 - A purpose for which we have obtained the consent of the individual, family member or guardian;
- Take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate and up to date;
- Take all reasonable steps to protect and safeguard the personal information we collect;
- Make available our policies on our management of personal information;
- Provide individuals with access to their personal information that we hold, except where we are required or entitled by law to refuse access.

4. Collection of Personal Information

Directions will only collect personal information if it is necessary for us to do so. Situations in which we may collect personal information include, but are not limited to:

- When dealing with any request for services;
- When surveying people to identify areas of service improvement and/or expansion;

- When presenting seminars, conducting workshops or other functions;
- When dealing with certain government agencies;
- When required by law;
- When dealing with people who contact us regarding our activities or the activities of our members.

Personal information may include sensitive information as defined in the Australian Privacy Act 1988, Australian Privacy Principles (for example, information about your racial or ethnic origin, sexual orientation or practices, your criminal record and health information about you).

5. Types of Personal Information

We collect personal information in person, in writing, by telephone, and through other methods of communication with our members, the people we support, their families and guardians.

Our members provide personal information to us when they apply for membership.

The people we support provide personal information to us over the telephone to Directions, when they start receiving services from Directions and when there are changes in their circumstances.

Directions occasionally receives information from third parties such as Local Coordinators regarding people who might like to access our services. It is presumed that the potential clients will have provided their consent for the third party to provide Directions with information.

6. Personal Information Uses

Directions takes several steps to ensure the security of information about the people we support and to manage risks. These measures include:

- Password protection of all computers;
- All files are stored in lockable filing cabinets;
- Regular supervision of workers to ensure confidentiality is upheld;
- External quality auditing.

We use personal information to maintain membership records, provide information and enable service provision.

Directions receives grants from the Department of Communities and has reporting and audit requirements to this association. Your file may be reviewed to ensure compliance or personal information from your file may be used as part of reporting requiring by the granting entity.

7. Information Disclosure and Consent

Directions may disclose your personal information to third parties. These may include our contractors (including organisations used by us, such as “cloud” data storage contractors, to store information in an electronic format), insurers, and other entities. We will only do so in accordance with the Australian Privacy Act 1988, Australian Privacy Principles and our policy.

If Directions is provided with unsolicited information, Directions will not release that unsolicited information to any third party without the written consent of the person providing that information or their guardian.

8. Collection

Directions will start to collect your personal information when you first contact us by telephone, email, letter, in person or through another medium. We will take reasonable steps to ensure that an individual is aware of:

- Who we are and our full contact details;
- The purposes for which the personal information is collected;
- The organisations (or types of organisations) we will usually disclose or transfer that personal information to;
- Any law which requires us to collect the personal information;
- The main consequences (if any) if all (or part) of the personal information requested by us is not provided.

9. Individual Access to Personal Information

Requests for access to your personal information should be made in writing to our CEO. If you request, then in most circumstances we will make available to you the personal information about you that we have collected. In certain circumstances we might not allow you access to your personal information. These circumstances include, where:

- It would have an unreasonable impact on the privacy of others;
- The information relates to legal proceedings with you;
- The information would reveal our commercially sensitive decision-making process;
- Providing access to the information would prejudice certain investigations;
- We are required by law not to disclose the information. This includes duties we may have under common law.

We will respond to a request for access to information as a priority and will seek to do so within a maximum of 10 days. We will not charge you for requesting access to your own personal information.

If you believe that any information that we hold about you is inaccurate or out of date, please contact us and we will review and update the relevant information. We encourage our members and Individuals to access and update personal membership information should they believe it to be incorrect.

10. Dissatisfaction with Information Retention

Directions wants to improve our systems and procedures to give you full confidence in our ability to respect and safeguard the privacy of the personal information you provide to us. If we have not fulfilled our commitment to you, please tell us by contacting our CEO.

Individual Privacy Policy Endorsement			
Frequency	Responsibility	Ratified	Next Review
2 yearly	Board	April 2018	April 2020