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| 1.1.3 | PRIVACY |
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| Applies to: all staff |
| Specific responsibility: |

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| Version: 1 |
| Date approved: Dec 14 |
| Next review date: Dec 16 |

| Policy context: This policy relates to | |
|---|---|
| Standards or other external requirements | Standard 1: Rights Standard 3: Individual Outcomes Standard 2: Participation and Inclusion Standard 4 Feedback and Complaints |
| Legislation or other requirements | <ul style="list-style-type: none"> • Australian Human Rights Commission Act 1986 • The Privacy Act 1988 • Disability Discrimination Act 1992 |

POLICY STATEMENT

Parents of Deaf Children is committed to protecting and upholding the right to privacy of clients, staff, volunteers, Management Committee members and representatives of agencies we deal with. In particular PODC is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs and the services we provide

PODC requires staff, volunteers and management committee to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

PODC will follow the guidelines of the *Australian Privacy Principles* in its information management practices.

PODC will ensure that:

- it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of clients and organisational personnel.
- clients are provided with information about their rights regarding privacy.
- clients and organisational personnel are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature.
- all staff and Management Committee members and volunteers understand what is required in meeting these obligations.

This policy conforms to the *Federal Privacy Act (1988)* and the *Australian Privacy Principles* which govern the collection, use and storage of personal information.

This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive personal nature.

PROCEDURES

Dealing with personal information

In dealing with personal information, PODC staff will:

- ensure privacy for clients, staff, volunteers or Management committee members when they are being interviewed or discussing matters of a personal or sensitive nature
- only collect and store personal information that is necessary for the functioning of the organisation and its activities
- use fair and lawful ways to collect personal information
- collect personal information only by consent from an individual
- ensure that people know what sort of personal information is held, what purposes it is held for and how it is collected, used, disclosed and who will have access to it
- ensure that personal information collected or disclosed is accurate, complete and up-to-date, and provide access to any individual to review information or correct wrong information about themselves
- take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure
- destroy or permanently de-identify personal information no longer needed and/or after legal requirements for retaining documents have expired.
- Inform member if their file is lost or damaged.

Responsibilities for managing privacy

- All staff are responsible for the management of personal information to which they have access, and in the conduct of research, consultation or advocacy work.
- Coordinator is responsible for content in PODC publications, communications and web site and must ensure the following:
 - appropriate consent is obtained for the inclusion of any personal information about any individual including PODC personnel
 - information being provided by other agencies or external individuals conforms to privacy principles
 - that the website contains a Privacy statement that makes clear the conditions of any collection of personal information from the public through their visit to the website.
- All staff are responsible for safeguarding personal information relating to PODC staff, Management Committee members, volunteers, contractors and PODC members.
- The Privacy Contact Officer: The Privacy Contact Officer will be the Coordinator. They will be

responsible for:

- ensuring that all staff are familiar with the Privacy Policy and administrative procedures for
- handling personal information
- ensuring that clients and other relevant individuals are provided with information about their rights regarding privacy
- handling any queries or complaint about a privacy issue

Privacy information for clients

At the first intake meeting, either via phone, face to face or email, the coordinator or Administrative Assistant, will tell clients what information is being collected, how their privacy will be protected and their rights in relation to this information.

PODC will have a privacy clause on any document that collects personal information from clients.

Eg : Membership form and release of information email template.

Privacy for interviews and personal discussions

To ensure privacy for clients or staff when discussing sensitive or personal matters, the organisation will:

Ensure their privacy by ensuring discussions take place in a location away from others or in a place that is suggested by the client, such as a home visit .

| Documents related to this policy | | |
|---|--|---|
| Related policies | 1.1 | Client Rights and PODC Service charter |
| | 1.1.2A | Service provision- Information |
| | 1.1.2B | Service provision- Advocacy and support |
| | 1.1.3 | Privacy Policy |
| | 1.1.4 | Client records management policy |
| | 1.1.5 | Informed consent procedure |
| | 1.1.6 | Access to confidential information |
| | 1.2.2 | Client safety policy and procedure |
| Forms, record keeping or other organisational documents | Membership Form- From # PODC1 Release of Information Template (Email) | |

| Reviewing and approving this policy | | |
|-------------------------------------|--------------------|-----------|
| Frequency | Person responsible | Approval |
| Every two years | Co-ordinator | President |



| Policy review and version tracking | | | |
|------------------------------------|---------------|----------------|-----------------|
| Review | Date Approved | Approved by | Next Review Due |
| 1 | December 2014 | Anna Messariti | December 2016 |
| 2 | | | |
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