

Privacy, Dignity and Confidentiality Policy

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Purpose

The purpose of this policy is to establish standards of privacy, dignity and confidentiality in PeopleKind Group dealings with prospective, current and past service users/participants/clients of PeopleKind Group services.

Scope

PeopleKind Group is the parent company to a group of organisations: Liift Learning, Melior Positive Behaviour Support, Nesti Housing, Nulsen Disability Services, Pillar Support Coordination, Outcare and Superyou Therapy.

This policy applies to all employees, volunteers, Directors, consultants, contractors, and to all PeopleKind Group organisations, programs, and activities.

Policy Statement and Principles

PeopleKind Group is committed to ensuring that all service users/participants/clients have a right to the same level of privacy, respect, dignity, and confidentiality as is expected by the rest of the community. Further, PeopleKind Group is committed to safe-guarding and advocating for the protection of the right to privacy, dignity, respect, and confidentiality of service users/participants/clients in all aspects of their lives.

Policy Context and Related Legislation

This policy should be read in conjunction with other associated PeopleKind Group policies and procedures and, in particular, the ***Privacy Dignity and Confidentiality Policy Procedures***.

Additionally, this policy recognises the legal and moral obligations of PeopleKind Group, and it has been framed around the following.

:

- *Australian Human Rights Commission Act 1986* (Cth) (as amended 2021)
- *Australian Information Commissioner Act 2010* (Cth) (as amended 2021)
- *Disability Discrimination Act 1992* (Cth) (as amended 2022)
- *Disability Services Act 1993* (WA) (as amended 2021)
- *Disability Services Act 1986* (Cth) (as amended 2020)
- *Electronic Transactions Act 2011* (WA) (as amended 2012)
- *Freedom of Information Act 1992* (WA) (as amended 2022)
- *National Disability Insurance Scheme Act 2013* (Cth) (as amended 2022)
- *Privacy Act 1988* (Cth) (as amended 2022)
- *Public Interest Disclosure Act 2003* (WA) (as amended 2017)
- *Surveillance Devices Act 1988* (WA) (as amended 2015)

- Australian Privacy Principles 2014
- National Disability Insurance Scheme Quality and Safeguarding Framework 2016
- United Nations Convention on the Rights of Persons with Disabilities 2006

NDIS Rules

- National Disability Insurance Scheme (Code of Conduct) Rules 2018 [F2018L00629]
- National Disability Insurance Scheme (Protection and Disclosure of Information - Commissioner) Rules 2018 [F2021C00306]

NDIS Guidelines

- National Disability Insurance Scheme (Procedural Fairness) Guidelines 2018

Responsibilities

- PeopleKind Group is responsible for ensuring the effective management within all organisations of the group that all service user/ participants /clients have a right to the same level of privacy, respect, dignity, and confidentiality as is expected by the rest of the community. Additionally, PeopleKind Group is committed to safe-guarding and advocating for the protection of the right to privacy, respect, dignity, and confidentiality of service users/participants/clients in all aspects of their lives.
- The Chief Executive Officer and Senior Executives are responsible for complying with the spirit of this policy and ensuring that all employees of PeopleKind Group act in good faith and in accordance with this policy.
- Managers are responsible for monitoring compliance with this policy and reviewing this policy to ensure that it is operating effectively.
- All employees are responsible for:
 - acting in good faith and complying with the organisation's Customer Service Guide, the PeopleKind culture, this policy; and
 - always acting ethically and with integrity, honesty, and transparency.

Concise Summary of Key Changes Made in This Review of Document

The Policy Context and Related Legislation section of this document has been reviewed and updated.

Monitoring, Review, and Evaluation

This policy will be reviewed every three years. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly. This process will include the following.

- Ad hoc review and evaluation of current practices
- Periodic self-assessment
- Internal Audits
- External Audits

PeopleKind Group will record and monitor progress of any improvements identified and feed that into service planning and delivery processes.

Breaches of the Privacy, Dignity and Confidentiality Policy

Any breaches of the Privacy, Dignity and Confidentiality Policy could constitute a possible act of misconduct. Reference is accordingly made to PeopleKind Group Employee Discipline and Termination Policy which outlines the relevant processes that may be followed if misconduct is suspected.

Authorisation Template

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