

# Confidentiality & Privacy Policy

## Policy statement

Patches collects and stores information so it can provide a safe working environment, high quality services and meet its legal requirements. Patches manages personal information in accordance with relevant legislation and disposal guidelines.

This policy supports Patches to apply NDIS Quality and Safeguarding Practice Standards for Rights of Participants and Responsibilities of Providers, Provider Governance and Operational Management and Provision of Supports.

## Scope

This policy applies to all individuals engaged in a service arrangement with Patches. It includes confidentiality of information about the people Patches support and the people who work with Patches.

## Principles

- Personal information is captured in line with individual service agreements or employment contracts.
- Information is protected from misuse, loss and unauthorised access.
- Information not needed by Patches is destroyed as soon as practicable in a way that complies with all legal and compliance requirements
- Reasonable steps are taken to ensure information is complete, current and accurate.
- Personal information is only ever released if required by law, agreed to through the informed consent of the individual or if a person (or authorised third party) requests to see their own personal file.

## Key actions

People will be provided with this policy or access to it through initial onboarding or service agreement.

Complaints about perceived or suspected breaches of privacy will be dealt with using the Feedback and Complaints Policy and Procedure

## Definitions

*Confidential Information:* any information that identifies a person.

*Informed consent:* voluntary agreement and/or action where the person making the decision has appropriate information, understands the consequences of the decision and capacity to make the decision.

## Related policy and procedures

- Confidentiality Agreement

## Related legislation and standards

- Carers' Recognition Act 2004
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- Fair Work Act 2009
- NDIS Act 2013
- National Standards for Disability Services
- NDIS Practice Standards and Quality Indicators 2021
- Privacy Act 1988

## Document Control

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