



# Privacy Policy

## Purpose

To provide employees and participants with an operational framework that ensures all personal information remains secure, confidential and is only shared with external services if consent from the individual employee or participant is obtained.

## Scope

This policy and related privacy, consent and confidentiality documents apply to all employees and participants.

## Policy statement

All About You – Disability Services is a provider of support services coordination, and as a result will need to share private information with external service providers in order to obtain, secure and initiate support services for participants that will enable the attainment of personal goals.

All About You – Disability Services will not disclose personal information without first consulting the employee or participant and obtaining written consent.

Employee and participant information will be maintained in accordance with the *Privacy Act 1988* and the Australian Privacy Principles.

All About You – Disability Services will respect and maintain all individuals' privacy at all times.

The remainder of this Privacy Policy will establish how an individual's information is collected, stored, used and disclosed.

## Management of private information

All About You – Disability Services will:

- ensure all reasonable steps are taken to manage individuals' personal information in an open and transparent manner;
- enable access to this policy when requested by employees and participants;
- ensure adequate security measures are undertaken to keep all personal information safe and secure;
- store all personal information in locked cabinets and on secure servers;
- perform an annual review this policy and ensure legislative compliance and effectiveness; and
- explain handling of personal information to all employees and participants to ensure understanding of how information will be used.

## **Personal information collection**

All About You – Disability Services will only collect information that is reasonably required to support the coordination of support services. The type of personal and sensitive information that will be collected and recorded is as follows:

- name, date of birth, contact details, gender, address and emergency/family contact details;
- other relevant information such as personal health plans; specialist reports; guardianship details; education qualifications etc;
- nationality, health, disability, mental health, criminal convictions and religion; and
- other relevant particulars that All About You – Disability Services may require to engage and facilitate support services.

All interactions (emails, phone calls, text messages etc) with the participant and other external providers regarding personal and sensitive information will be file noted and maintained in a secure electronic and hard copy file.

## **How personal information is held and collected**

In most cases information will be gathered by All About You – Disability Services at the time of initial participant contact. Where the participant is referred to All About You – Disability Services by a third party, participant information will be forwarded to All About You – Disability Services by the referring party in order to facilitate delivery of services.

Information that is personal or sensitive may be collected in either hard copy or electronic copy. Any hard copies that All About You – Disability Services obtain or are given as part of the referral process will be held securely in a locked filing cabinet. Electronic information will be held on computers with security safeguards such as passwords and anti-virus software.

All About You – Disability Services will utilise a consent form which will be explained to the participant during the initial meeting. Participant consent is voluntary and once participant consent is received, All About You – Disability Services will obtain only relevant information to assist with effective service delivery.

## **Reasons for collecting, holding, utilising and disclosing personal information**

All About You – Disability Services will collect, use and share personal information solely to assist with the coordination of support services, as detailed below:

- to seek feedback from participants and other individuals about services provided by All About You – Disability Services to enable continued improvement in services delivered;
- to meet policy and procedural obligations;
- to assist with managing participant enquiries and complaints;
- to successfully offer services that All About You – Disability Services provide, including coordination of support services;

- to ensure compliance with relevant legislations; and
- for any other purpose that the participant has consented to and is required to deliver successful support services.

### **Disclosure to third parties**

Unless participant consent is gained, All About You – Disability Services will not disclose sensitive or personal information to any other individual or organisation. Examples of service providers or other parties that All About You – Disability Services may share participant information with can include:

- other community service providers that will be supporting the participant reach their goals;
- Government agencies; and
- other Allied Health Professionals that may be engaged to facilitate effective and holistic supports for the participant.

### **Access to, and accuracy of, personal information**

A participant can request their personal information held by All About You – Disability Services at any time. This information will be provided to the individual within 72 hours of the request.

If a participant believes that the information All About You – Disability Services holds is out of date, inaccurate or incomplete All About You – Disability Services will update information in conjunction with the participant to ensure that the information is current and accurate.