



Privacy & Confidentiality Policy

Introduction

At Launnie Care Services, we are committed to providing person-centered care that respects the unique needs, preferences, and values of each participant. Our approach focuses on empowering individuals to make informed decisions about their care and support, while promoting dignity, autonomy, and independence. This policy outlines our dedication to person-centered care and the principles that guide our interactions with participants.

Purpose

This policy outlines Launnie Care Services' commitment to protecting the privacy and confidentiality of all client information. It is developed in accordance with the National Disability Insurance Scheme (NDIS) Practice Standards and relevant legislation, including the Australian Privacy Principles (APPs).

Scope

This policy applies to all employees, contractors, volunteers, and any other individuals who have access to client information within Launnie Care Services. It covers all forms of client information, including:

- **Personal Information:** Name, date of birth, contact details, address, medical history, family information, etc.
- **Support Information:** NDIS plans, support needs, service delivery records, incident reports, communication notes, etc.
- **Financial Information:** Payment information, NDIS funding details, etc.



Definitions

- **Client:** An individual receiving disability support services from Launnie Care Services.
- **Personal Information:** Any information that can be used to identify an individual, including but not limited to: name, date of birth, contact details, address, medical history, family information, NDIS plan details, and support needs.
- **Sensitive Information:** Information considered to be of a sensitive nature, such as health information, financial information, and information about religious beliefs or sexual orientation.
- **Data Breach:** A compromise of the security or integrity of client information, such as unauthorized access, use, disclosure, interference, or loss.

Key Principles

- **Client Autonomy and Self-Determination:** Clients have the right to control their personal information and make informed decisions about how it is used and shared.
- **Openness and Transparency:** We will be open and transparent with clients about how we collect, use, and disclose their personal information.
- **Data Minimization:** We will only collect the minimum amount of personal information necessary to provide safe and effective support services.
- **Security and Integrity:** We will implement robust security measures to protect client information from unauthorized access, use, disclosure, interference, and loss.
- **Accountability:** We are accountable for the proper handling of client information and will take all reasonable steps to ensure compliance with this policy and relevant legislation.

Responsibilities

- **Employees:**
 - All employees are responsible for adhering to this policy at all times.
 - Only access client information on a need-to-know basis for the purpose of fulfilling their job duties.
 - Maintain the confidentiality of all client information, both within and outside the workplace.
 - Ensure the secure storage and disposal of all client records.



- Report any suspected breaches of client privacy and confidentiality immediately to their supervisor or the Privacy Officer.
- **Management:**
 - Ensure all employees are aware of and understand this policy.
 - Provide regular training to employees on privacy and confidentiality obligations.
 - Oversee the implementation and ongoing review of this policy.
 - Investigate any suspected breaches of client privacy and confidentiality promptly and thoroughly.
 - Take appropriate disciplinary action for any breaches of this policy.

Implementation

- **Information Collection and Use:**
 - Collect only the minimum amount of client information necessary for the provision of services.
 - Obtain client consent before collecting, using, or disclosing any sensitive information.
 - Ensure that all client information is collected, used, and disclosed lawfully and ethically.
- **Information Storage and Security:**
 - Store all client information securely, using appropriate physical and electronic security measures.
 - Access to electronic records will be restricted to authorized personnel through secure login credentials.
 - Implement measures to prevent unauthorized access, use, disclosure, interference, and loss of client information.



- **Information Disclosure:**

- Only disclose client information when authorized by law, with client consent, or as required for the provision of services.
- Ensure that any disclosure of client information is necessary, proportionate, and complies with relevant legislation.
- Maintain accurate and up-to-date records of all information disclosures.

Compliance and Accountability

This policy will be reviewed and updated regularly to ensure its ongoing effectiveness and compliance with relevant legislation. Any suspected or actual breaches of this policy must be reported immediately to the Privacy Officer. Breaches of this policy may result in disciplinary action, up to and including termination of employment. Clients have the right to make complaints about any breaches of their privacy or confidentiality. All complaints will be investigated promptly and fairly.

Conclusion

At Launnie Care Services, person-centered care is at the heart of everything we do. We are committed to empowering participants, honouring their choices, and promoting their well-being through individualized care and support. By embracing the principles outlined in this policy, we uphold our commitment to excellence and ensure that each participant receives the compassionate and personalized care they deserve.

For any questions or further clarification on this Client Privacy & Confidentiality Policy, please contact your supervisor or the Quality Assurance Manager.

Acknowledgement

I, _____, have read, understood, and agree to abide by the Launnie Care Services Client Privacy & Confidentiality Policy.

Signature: _____

Date: _____

