

Privacy and Confidentiality

Aged Care Quality Standard 1 – Consumer Dignity and Choice

National Disability Standard 1- Rights

Policy Statement

Blacktown Meals on Wheels Inc. will respect each client's right to privacy, dignity and confidentiality. All personal information will be collected, stored and shared **only** with consent and in accordance with the Privacy Act 1988¹, Privacy Amendment Act 2017 (Notifiable Breaches) and the 13 Australian Privacy Principles.

A client's rights to privacy and confidentiality will be communicated in a way which supports their understanding.

Policy

Blacktown Meals on Wheels Inc. collects personal information from clients to enable the safe and appropriate delivery of agreed services. Staff and Volunteers should note that privacy and confidentiality apply:

- In the work place
- At home and in the community
- When talking with other volunteers
- When dealing with people of other agencies
- In social environments
- When dealing with other clients
- Clients and other service users who obtain information about clients.

Key principles for collection, storage and sharing of personal information:

- Consent is obtained from clients during Intake for the collection, storage, transfer and disposal of their personal information
- Information about privacy and confidentiality is communicated in a variety of ways which support client understanding (plain English, verbal, pictorial)
- Clients will understand where their information is stored, how and why
- Client files, whether hard or electronic files, are kept in a secure location with authorised access only

¹ <https://www.oaic.gov.au/privacy-law/privacy-act/>

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- Blacktown Meals on Wheels Inc. will ensure that they adhere to the Privacy Amendment Act 2017 (Notifiable Breaches) and follow due process where a breach occurs
- Clients have the right to access their information at any time
- Clients are encouraged to provide updated information if their circumstances change
- Blacktown Meals on Wheels Inc staff will update information when they become aware of changes to client circumstances, and/or when a review is carried out, to ensure that the information is current and accurate
- All information relating to clients is confidential and will not be disclosed to any other person or organisation without the consent of the client
- Statistical data submitted to funding bodies is de-identified. Blacktown Meals on Wheels uses a client management system which completes bulk uploads to the Departments Data Exchange (DEX). The Statistical Linkage Key for a client will be saved in a client-level unit record that is stored by the Department in the DSS Data Exchange. The information that is stored in a client-level unit record will not include the client's name or pseudonym, and street-level address
- Only information necessary for delivering effective services will be collected
- Photographs or electronic recordings will not be taken without permission
- Each client will be offered the right to choose whether to participate in any research or auditing process
- All staff and volunteers will receive training regarding confidentiality and privacy
- During intake/assessment and reassessment, clients will be prioritised and assessed to determine if a home visit is required.

Please refer to the *Records Policy* for further information on collection, storage and disposal of personal information.

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