

## Inspire Support – Privacy and Confidentiality Policy

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### **Purpose**

This policy applies to all personnel, management and board members of Inspire Support and includes personnel, management and committees of any separately operating programs of Inspire Support. This policy governs the manner in which private and confidential information of the people with whom Inspire Support deals, is gathered or obtained, used and securely stored. This policy conforms to the National Privacy Principles in the Privacy Act 1988.

### **Objective**

Inspire Support is committed to protecting the privacy and confidential information of its Participants, staff and others with whom we deal, in the way we collect, store and use information about them. Inspire Support will not disclose any personal or confidential information about people except in accordance with the law and this policy.

### **Policy**

***This policy relates to the personal information of Inspire Support personnel, job applicants, participants and individuals who communicate with Inspire Support***

Inspire Support will meet its legal and ethical obligations as an employer and provider of supports and services under the NDIS. These obligations include, but are not limited to:

- complying with the National Privacy Principles in the Privacy Act 1988 (Cth)
- respecting the privacy of people who call or otherwise communicate with Inspire Support
- protecting the confidentiality of any personal information provided to Inspire Support in the course of Inspire Support performing its functions as a community and disability services provider
- ensuring that job applicants and personnel are provided with privacy when they are being interviewed or discussing matters of a confidential nature, or when they provide personal information to Inspire Support
- ensuring that all personnel, management and board members are aware of this policy and its implications
- allowing personnel access to their personal records. If personnel are dissatisfied with Inspire Support treatment of their confidential information they should make their complaint to the Chief Executive Officer or other appropriate senior staff member. In the event that the complaint concerns the Executive Director, it should be sent to the Inspire Support board secretary.

This policy will be supplied to all staff and relevant consultants/contractors on their commencement and will be redistributed to all personnel following any significant amendment.

Inspire Support is an independent disability services provider, providing supports under the National Disability Insurance Scheme. Inspire Support provides its services through Support Coordinators, Community Care Workers, Gardeners and Centre Based Activity Group worker, supported by administrative staff.

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[www.inspiresupport.com.au](http://www.inspiresupport.com.au)



Registered NDIS Provider

Suite 8, 9 St Cedars Grove, Lake Gardens

(03) 5334 2637

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## Why we collect personal and confidential information

The primary reason Inspire Support collects personal and confidential information is to enable us to provide the best services to our participants. We need to know the personal information and the circumstances of each participant so that we can provide the highest quality supports and services to the participants. The information we need include names, contact details, NDIA plan details and details about the person's situation. We also need to collect this personal information in order to satisfy the requirements of the National Disability Insurance Agency for the Inspire Support services. We are obliged to provide data such as the number and types of services delivered and some broad demographic profiles of our Participant in order to satisfy the reporting requirements attached to our funding.

## How we will protect the information

- we will ensure privacy for participants during meetings and assessments, or discussing matters of a personal or sensitive nature.
- when we collect personal information we will explain to participants why we collect it, who will have access to it, what the consequences are of not providing the information and how the Participant can get access to their information.
- we will not tell anyone outside Inspire Support about a participants information without their consent, save for the exceptional circumstances we explain in this policy.
- all Inspire Support staff and management owe a duty of confidentiality to participants of Inspire Support services and they are all informed of this obligation and this policy upon commencing work.
- Inspire Support will take all reasonable measures to protect the security of your personal and confidential information from loss, unauthorized access, use, modification or disclosure. Our hard copy records are kept securely. If we are travelling with any Participant records or information, we will take steps to protect its confidentiality.

## Disclosure of personal and confidential information

Inspire Support staff will not disclose to any person outside the service, information provided by participants that is confidential or that would lead to identification of the participant except:

- with the Participant's consent, or
- to our professional indemnity insurer, if necessary for insurance purposes, or
- if required by law, such as under compulsion of a subpoena; or
- as authorized by law, including:
  - to avoid the probable commission of a serious criminal offence
  - to protect a child or another person from the risk of serious harm.

Inspire Support employs a range of workers to deliver supports and services to participants who have been assessed under the National Disability Insurance scheme. Our workers are subject to laws, and ethical obligations imposed by their codes of conduct and professional standards, that require reporting of information to relevant

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government authorities about possible incidents of child abuse or abused of a person with a disability. This policy provides notice to participants that if they are dealing with the team a Inspire Support and they provide information to them that suggests that a child is currently experiencing or is at risk of abuse, including neglect, this may enliven our reporting obligations.

If we are seeking participant consent to provide their personal information to another agency for a purpose such as to assist them with receiving other support services, we will discuss with the participant the proposed referral to other programs or agencies, and explain that their information will only be released to these services they agree. We will obtain a participant's written consent for this referral in circumstances where we are meeting with them, and they will receive a copy of this consent form. If we are communicating with a Participant over the telephone and it is not possible to obtain written consent we will note, where relevant, that we have explained the proposed referrals and are satisfied that they understood the proposed use and disclosure, and have provided informed verbal consent.

### **Access and correction**

Participants may request access to their personal information in writing to the Chief Executive Officer and any reasonable request will be met as soon as/and in a manner that is practicable.

Participants may ask staff to correct any factual information about themselves that they believe is incorrect.

### **Complaints**

If a person is unhappy with the privacy or confidentiality of their information, they may follow the Inspire Support Feedback and complaint pathways. Alternatively contact can be made with the Chief Executive Officer, Emily Heywood on 0410 257 582.

Additional contact details and feedback forms are found the Inspire Support website:

[www.inspiresupport.com.au](http://www.inspiresupport.com.au)

For questions about this policy, contact Emily Heywood, CEO on 0410 257 582

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