TOWNSVILLE INDEPENDENCE PROGRAM
FOR ACTIVE COMMUNITY LIVING
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Policy RR003: Privacy, Dignity and Confidentiality

Introduction

This policy is made in accordance with the NDIS Practice Standards and Quality Indicators 2021, Core Module – Rights and Responsibilities, Privacy and Dignity. The outcome of this section is that each participant accesses supports that respect and protect their dignity and right to privacy. This policy also relates to outcomes under Provision of Supports, Provision of Supports Environment, and Information Management. TIPACL recognises its responsibility to have policies and procedures that guide everyone in respecting and protecting privacy, dignity and confidentiality of participants and their information.

Purpose

The purpose of this policy is to ensure that TIPACL services and practices align with legislation regarding human rights, including the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Information Privacy Act 2009 (Qld), and the Queensland Human Rights Act 2019. This policy requires all employees, volunteers, students, and board members to be mindful in managing communications about participants and decisions about access to personal information, ensuring the dignity of all individuals is maintained.

Policy and Procedures

TIPACL respects the privacy of all stakeholders. Personal information will be collected and managed responsibly, lawfully, and transparently. Participants will be informed of any requests for disclosure, and consent will be sought before releasing information, except where mandatory reporting or other legal obligations apply. At any time, participants may withdraw consent for the release of information, subject to compliance with NDIS Commission requirements and legislative obligations.

TIPACL applies the Australian Privacy Principles (APPs) as outlined in the Privacy Act 1988 (Cth):

1. Open and transparent management of personal information
2. Anonymity and pseudonymity
3. Collection of solicited personal information
4. Dealing with unsolicited personal information
5. Notification of the collection of personal information
6. Use or disclosure of personal information
7. Direct marketing (not undertaken by TIPACL unless explicit informed consent is provided)
8. Cross-border disclosure of personal information (only with participant consent and assurance of adequate protections)

9. Adoption, use or disclosure of government-related identifiers (only when legally required)
10. Quality of personal information
11. Security of personal information
12. Access to personal information
13. Correction of personal information

Procedures

- Personal information shall be obtained and processed fairly and lawfully.
- Information shall be collected only for specified and lawful purposes related to service delivery.
- Data shall be adequate, relevant, accurate, and kept up-to-date.
- Records will be reviewed annually to ensure validity and currency.
- Information no longer required, and not subject to record-keeping obligations, shall be securely destroyed.
- All information will be stored securely to prevent unauthorised access.
- Participants will be informed in accessible language and format about information collection, its purpose, and limits of confidentiality.
- Participants and stakeholders may request access to their own information, with due consideration to the privacy of others.

Complaints and Feedback

All complaints will be managed promptly and professionally, in line with TIPACL's Feedback, Complaints and Disputes Policy. Complaints will be analysed constructively to improve services and strengthen participant rights.

Compliance and References

This policy aligns with:
NDIS Practice Standards and Quality Indicators 2021
Privacy Act 1988 (Cth)
Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)
Information Privacy Act 2009 (Qld)
Queensland Human Rights Act 2019

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