



Disability Rights Advocacy Service

POLICY NAME	PRIVACY & CONFIDENTIALITY
NSDS STANDARD	Standard 1 - Rights
POLICY CLUSTER	Service Provision

Disability Rights Advocacy Service (DRAS) Inc. acknowledges that its current and former clients and employees have legislated rights to privacy and confidentiality. It is essential that DRAS protects these rights and acts correctly in those circumstances where these rights may be overridden by other considerations.

DRAS is committed to protecting and upholding the rights of its clients to privacy and confidentiality in the way we collect, store and use information about them and the services we provide to them.

POLICY STATEMENT

Disability Rights Advocacy Service's (DRAS) mission is to safeguard and promote the rights and interests of people with disability, their family and carers. DRAS does this through its Individual Advocacy, Systemic Advocacy and NDIS Appeals Programs.

DRAS will meet its obligations to comply with the Australian Privacy Principles (APP) and any registered APP code (if any) that binds our organisation.

To this end, DRAS will establish and maintain open and transparent systems and practices concerning the collection, use and disclosure, quality, accuracy and correction of personal information in all areas of its operations.

DRAS will maintain systems for dealing with inquiries or complaints about our compliance with the AAP.

Our clients will receive assistance from DRAS in a manner that demonstrates respects for their privacy and confidentiality.

This policy applies to all areas of DRAS which collect, use, disclose, store and/or provide access to personal information, including sensitive information and health information about an individual.



Disability Rights Advocacy Service

SCOPE

The policy applies to the DRAS Board, the Chief Executive Officer (CEO) and employees (paid or volunteers), contractors.

RELEVANT LEGISLATION

- Cth. Privacy Act (1998) and Cth. Privacy Amendment (Enhancing Privacy Protection) Act (2012)
- Cth. Disability Services Act (1986) and related National Standards for Disability Services
- S.A. Children's Protection Act (1993)
- National Principles for Child Safe Organisations

RELATED DRAS POLICIES

- Code of Conduct
- Complaints Handling
- Protection of Human Rights & Freedom From Abuse

INDICATORS OF PRACTICE

- DRAS keeps personal information confidential and private.
- Evidenced by -
- Restricted access to offices, locked filing cabinets, restricted access to computer data and an annual change in the passwords used to access the client database
- Clients signed Information Access/ Release Consent Forms.
- Employees and volunteers have signed DRAS' Code of Conduct acknowledging the requirement to maintain client and agency confidentiality.

CEO ENDORSEMENT	This policy is effective as of 25/08/2020
NEXT REVIEW DATE	June 2023