

	Policy Type:	Governance and Sustainability
	Policy No:	GS04
	Creation Date:	19 May 2006
	Last Review Date::	October 2017
	Next Review:	October 2020
	Responsible Officer:	Chair
BOARD POLICY		
TITLE:	Privacy and Confidentiality	
PURPOSE:	This policy establishes standards of privacy, dignity and confidentiality in Family Support WA's dealings with prospective, current and past users of its services.	
NATIONAL DISABILITY SERVICES STANDARD:	Standard 1: Rights Standard 6: Service Management	
LEGAL CONSIDERATION:	<i>Privacy Act 2012 (Cth)</i> <i>Disability Services Act 1993 (WA)</i>	

Family Support WA ensures all individuals receiving support and staff have the same privacy, dignity and confidentiality as is expected by the rest of the community.

We routinely collect and use an individual's personal information to ensure the delivery of appropriate, timely and quality services. Ensuring that privacy and confidentiality are protected is central to our operations.

We are bound by the Australian Privacy Principles (APP) outlined within the Privacy Act 2012. Family Support WA will ensure the following:

- We are open and transparent about the information we collect and the purpose for which it is collected.
- Where appropriate, we allow individuals the option of remaining anonymous.
- We only collect information that is necessary for the activities we undertake. Only those staff who need access to the information for work purposes will have access to it.
- We do not disclose or share the information unless we receive consent to do so or are required to do so by law.
- We make sure the information is accurate and current. We only hold the information while it is necessary or required.
- We keep the information safe and secure.
- We give you access to your own information, unless there is a significant reason preventing us from doing so.
- We will promptly investigate, remedy and document any grievance or breach of privacy.

Chair Signed: 

Date: 20 / 10 / 2017