



Policy Statement

Privacy and Confidentiality

Helping Hand is committed to being the most trusted and exceptional partner in aged care and wellbeing services. The relationship of trust is built from the first encounter with the organisation and through the entire shared relationship.

Helping Hand respects and understands the importance of personal information and recognises the high levels of personal and confidential information obtained during the process of accessing aged care services. Helping Hand is committed to:

- protecting the right to privacy of personal information
- the rights of consumers, family, employees, students and volunteers in relation to the personal information managed by us and the way we collect it, and
- the way we use and disclose personal information.

Through the Privacy and Confidentiality Policy, Helping Hand endorses the following commitments:

- The dignity of consumers will be prioritised in respectful delivery of quality care services, and in the ways in which we communicate.
- Care and service delivery, including personal care, will be undertaken in a way that respects consumers' privacy.
- Helping Hand respects consumers' personal space and privacy when their friends, partners or significant others visit.
- Information provided to each consumer will be current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- Each consumer's right to privacy is respected, and personal information is kept secure and confidential.
- Processes to receive personal information from consumers, families, employees, students and volunteers will be respectful, and reflect our understanding of diversity and cultural safety.
- We will ensure that information regarding consumers, families, staff, students and volunteers is maintained securely and in the strictest confidence and is passed on to third parties only with either:
 - The signed consent of the individual concerned.
 - When health information needs to be shared to provide health services to individuals.
 - For an assessed business need, such as payroll activities.
 - Due to mandatory reporting requirements.
- Maintaining systems to ensure that information:
 - is collected in an open and fair manner and, wherever possible, from the individual concerned
 - is only used and disclosed for organisational purposes, with consent being obtained for such use and disclosure when appropriate
 - is shared when required to comply with legislative requirements and best practice guidance
 - is accurate and is kept in a secure manner, and
 - is available for access by the individuals from whom it has been collected.



- Ensure personal information is managed in an open and transparent way.
- Where possible, provide a range of methods for information to be gathered to respect the diversity of people we are gathering it from in areas such as language group, ability, age etc.

Links to Standards

ACSQC Standards

Standard 1: Consumer dignity and choice

Standard 2: Ongoing assessment and planning with consumers

Standard 6: Feedback and complaints

Standard 7: Human resources

Standard 8: Organisational governance

NDIS Practice Standards

Standard 1: Rights and Responsibilities

Standard 2: Provider Governance and Operational Management