

Privacy

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Introduction

Far North Community Services (Far North) is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information that directly or indirectly identifies a person.

Far North Community Services (Far North) will collect, manage, use and disclose personal information of clients and staff in accordance with the Privacy Amendment (Private Sector) Act 2000.

The Privacy Act incorporates the [National Privacy Principles \(NPP's\)](#) which underpin the Act.

This policy sets out the principles that have been adopted in order to protect information about individuals, staff and other stakeholders.

The purpose of this document is to provide a framework for Far North in dealing with privacy considerations.

This policy applies to all people supported by Far North, their families, carers, guardians, directors, members and all staff.

Responsibilities and delegations

This policy applies to:





All staff, volunteers and assets of the organisation.

Policy context - this policy relates to

Forms, record keeping, other documents

Consent Forms

Regulations relevant to this policy

-  Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth)
-  Privacy Act 1988 (Cth)
-  National Disability Insurance Scheme Act 2013 (Cth)
-  NDIS (Quality Indicators) Guidelines 2018 (Cth)

Principles

Far North collects and administers a range of personal information for the purposes of delivering quality services and safeguarding individuals, families, carers, staff, and other stakeholders. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

Far North recognises the essential right of individuals to have their information administered in ways which they would reasonably expect - protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and also reflected in our Privacy Policy, which is compliant with the Privacy Act 1988 (Cth).

Far North is bound by laws that impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information. Far North will:

- Collect only information which the organisation requires for its primary function
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their information, and the right to seek its correction.

Responsibilities

The Board is responsible for the final review and approval of this policy. The CEO is responsible for maintaining this policy, its related procedures and associated documents. Managers are responsible, and accountable for the following:

- ensuring the policy is effectively implemented in service delivery
- monitoring staff compliance with the requirements of the policy
- ensuring training and information is provided to staff to carry out this policy.

Coordinators are responsible and accountable for the following:

- ensuring staff are familiar with the requirements of the policy
- ensuring staff have sufficient skills, knowledge and ability to meet the requirements.

All Employees are accountable for the following:

- complying with the requirements of the policy
- completing mandatory training in relation to this policy.

Equity and access considerations

Far North is committed to ensuring fair and equal access to physical environments, information, communication and services. For the communication and implementation of this policy, this may include:

- considering the suitability of physical environments
- the use of augmentative and alternative communication methods to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language
- these methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Sanctions

Breaches to this policy may result in breaches to the privacy for individuals and staff. Actions to redress the breach may include performance management, training, coaching for the staff member.

Review and evaluation policy

This policy will be reviewed within the framework of Far North's quality assurance and continuous improvement process. Process performance and policy effectiveness will be measured against Far North's procedures, objectives, and practices as part of a scheduled review of the policy and related documents based on the level of risk to individuals and the organisation.

Policies and related documentation will be evaluated based on whether they are meeting the overarching standards of the organisation in regards to quality, best practice, consistency, efficiency and effectiveness affecting service provision and organisational capacity.