Found in Friendship
Care Services

Privacy and Confidentiality Policy

Version Control Table

Version	Date	Changes Made	Approved By	Initial
1.0	May 2024	Initial policy created	CEO	
1.1	March 2025	Policy updated to reflect new business name	CEO	

Outcome Description

The outcome description of the Privacy and Dignity Policy for Future Focus Care Services (FFCS) is to ensure that each participant receives supports that consistently respect and protect their dignity and right to privacy. This includes secure handling of personal information, informed consent for data collection and sharing, and ensuring participants are fully informed about their rights. The policy ensures a respectful and empowering care environment where participants can make informed choices and maintain their privacy.

Privacy and Confidentiality Policy

1. Policy Purpose and Scope

The purpose of this policy is to outline Future Focus Care Services’ (FFCS) commitment to protecting and respecting the privacy and dignity of all participants within out-of-home care settings. This policy applies to all staff, and contracted providers involved in FFCS services.

2. Policy Guidelines

2.1 Privacy and Confidentiality

- **Compliance:** FFCS manages personal and sensitive information in accordance with the Privacy Act 1988 and Australian Privacy Principles.
- **Collection and Use:** Personal information, including health and financial details, is collected directly from participants or their legal representatives and is used solely for providing tailored care.
- **Storage and Access:** All personal information is securely stored with access limited to authorised personnel only. FFCS takes reasonable steps to protect information from misuse, interference, loss, unauthorised access, modification, or disclosure.

2.2 Dignity of Risk

- **Participant Rights:** Participants have the right to make informed choices about their care, including taking reasonable risks.
- **Support:** FFCS supports this right by providing information about potential risks and the means to manage these risks, thereby supporting participant autonomy and self-determination.
- **Training:** Staff are trained to balance duty of care with respect for participants' rights to dignity of risk.

2.3 Consent and Information Handling

- **Informed Consent:** Participants are fully informed about what personal information will be collected and why, including any use of audio or visual recording.
- **Preferred Communication:** Consent is obtained in the participant’s preferred mode of communication, ensuring they understand and agree to the collection and use of their data.
- **Review and Compliance:** FFCS regularly reviews and updates consent forms and information management practices to remain compliant with current laws and standards.

2.4 Communication of Policies

- **Participant Awareness:** Each participant is advised of FFCS’s privacy and dignity policy using clear, accessible language and formats suited to their communication needs.
- **Informed Rights:** This ensures participants are well-informed about their rights and the protections in place.

2.5 Implementation and Training

FFCS ensures all staff receive training on this policy to promote consistent implementation across all services. Training includes understanding the legal requirements and practical applications of protecting privacy and maintaining dignity in care settings.

2.6 Monitoring and Review

This policy is reviewed annually or immediately if legislative, policy, or funding changes occur. Feedback from participants and stakeholders is incorporated into the review process to improve practices continually.

3. Procedures

3.1 Dealing with Personal Information

- **Privacy Assurance:** Ensure privacy for participants and staff when discussing matters of a personal or sensitive nature.
- **Fair Collection:** Use fair and lawful methods to collect personal information with consent.
- **Accurate Records:** Ensure personal information collected or disclosed is accurate, complete, and up-to-date.

3.2 Participant Records

- **Confidential Handling:** Participant records are kept confidential and only handled by staff directly engaged in delivering support to the participant.
- **Consent for Disclosure:** Information about a participant may only be made available to other parties with the consent of the participant or their advocate, guardian, or legal representative.

3.3 Responsibilities for Managing Privacy

- **Staff Responsibilities:** All staff are responsible for managing personal information to which they have access.
- **Leadership Responsibilities:** Specific responsibilities are outlined for the CEO to ensure compliance with privacy principles and legislation.

3.4 Privacy Information for Participants

- **Onboarding Information:** During onboarding, participants are informed about the information being collected, how their privacy will be protected, and their rights concerning this data.
- **Consent for Information Sharing:** Participants must provide consent for any information sharing between FFCS and government bodies.

3.5 Privacy for Interviews and Personal Discussions

- **Private Discussions:** FFCS ensures privacy for participants or staff when discussing sensitive or personal matters.
- **Necessary Collection:** Personal information is collected only for necessary purposes and stored securely.

3.6 Complaints about Privacy

Participants or stakeholders with privacy concerns can contact the CEO or submit a complaint via email or in writing. Complaints are investigated, and the individual is kept informed about the progress and outcomes.

4. References

- Privacy Act 1988 (Commonwealth)
- Australian Privacy Principles (Commonwealth)
- NDIS Quality and Safeguards Commission 2018
- NDIS Provider Registration and Practice Standards 2020

5. Conclusion

Through this Privacy and Confidentiality Policy, FFCS demonstrates its commitment to upholding the highest standards of care, ensuring all participants feel respected, supported, and empowered in their care decisions. This policy protects participant information and supports their right to make informed decisions about their care, reflecting a deep respect for their individuality and autonomy.