

Confidentiality Policy

Introduction

Matchu collects and stores information so it can provide a safe working environment, high quality services and meet its legal requirements.

Matchu manages personal information in accordance with relevant legislation and disposal guidelines.

This policy supports Matchu to apply National Standards Disability Services: Standard 1: Rights and into the future, National Disability Insurance Scheme Practice Standards: 1. Rights and Responsibilities (Privacy and Dignity); 3. Provision of Supports (Access to Supports)

Scope

This policy applies to all staff, contractors, volunteers or students/trainees. It includes confidentiality of information about the people Matchu support and the people who work with Matchu. The Director is responsible for this policy.

Principles

- Personal information is collected with consent and is used where the information is needed to provide services and meet compliance requirements.
- Information is protected from misuse, loss and unauthorised access.
- Information not needed by Matchu is destroyed as soon as practicable in a way that complies with all legal and compliance requirements
- Reasonable steps are taken to ensure information is complete, current and accurate.
- Personal information is only ever released if required by law, agreed to through the informed consent of the individual or if a person requests to see their own personal file.
- Personal information will not be disclosed to other parties or used for direct marketing without permission
- Any Staff or Contractor that discloses confidential information with appropriate consent may be subject to disciplinary action, up to, and including immediate dismissal in accordance with a major breach of our Code of Conduct.

MATCHU POLICY & PROCEDURE

Procedures

People will be notified of this policy when they first use Matchu services.

All staff are required to ensure objective, detailed, accurate and up-to-date records and information are maintained to meet legal, contractual and mandatory reporting requirements. All requests for correction are processed in conjunction with privacy legislation as soon as practicable.

Matchu operates on a “paperless” model of business. This means that any physical papers are electronically scanned and entered in to a secure, cloud based system such as Microsoft Office with Matchu admin control.

Staff who are authorised in their role to access personal information must not share their passwords and logins with others and agree to confidentiality requirements as part of their position description.

The Director administers secure access to electronic records.

In some circumstances access to personal information may be denied. There may be real concerns that access to certain information could pose a serious threat to the life, health or safety of an individual, or to public health or public safety or have an unreasonable impact on the privacy of other people. The Managing Director will consider all the circumstances and make this decision. Where access to information is not provided, Managing Director will provide a formal response explaining why access has been denied.

Complaints about perceived or suspected breaches of privacy will be dealt with using the Complaints Policy and Procedure

ASSOCIATED DOCUMENTS & RESOURCES

Service Agreement

Choice and Control

HR - MATCHU PTY LTD Code of Conduct

Matchu Policy - Customer Complaint and Feedback

HR - Matchability Workplace behaviour and social media policy

- NDIS Act 2013
- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2018
- Privacy Act 1988
- National Disability Insurance Scheme (Registered Providers of Supports) Rules 2013