



CLIENT PRIVACY POLICY

1. Overview

Newdawn Support Services Pty Ltd is committed to managing and protecting the confidentiality and privacy of its clients.

In its deliberations and operations, the Board of Newdawn Support Services Pty Ltd will at all times protect the privacy of client information using a systematic approach to identifying, actioning and monitoring processes.

Newdawn Support Services Pty Ltd is compliant with the Australian Privacy Principles and information collected is managed in keeping with the Privacy Act 1988 (Cth)

2. Purpose

Newdawn Support Services Pty Ltd provides an environment where workers and participants understand the requirements both legal and ethical for maintaining privacy and confidentiality.

Newdawn Support Services Pty Ltd collects and keeps only that information required to provide a high quality and effective service in accordance with the Australian Privacy Principles 1,3,6,10,11,12, and 13

Participants are fully informed about the collection of information so that they understand the extent of collection and the use of their private and confidential information through the use of the Privacy Consent Form.

This information is given in a format easily able to be understood by the participant taking into consideration a participant's individual needs.

3. Roles and Responsibilities

The Board of Newdawn Support Services Pty Ltd has the ultimate legal responsibility for protecting the privacy of client information.

Management is responsible for the implementation and monitoring of compliance with this policy and associated legislation as listed on the legislation register and communicates relevant information to stakeholders.

They are also responsible for training workers to ensure they know and understand their responsibilities in relation to the protection of client privacy.

Workers are responsible for:



- Maintaining the privacy and confidentiality of information, to prevent unauthorised disclosure to, or use by, another individual, company or firm.
- Using information that is considered confidential only for the purpose of providing care. This obligation exists even after employment with the organisation has ceased.
- Ensuring that any part of the confidential information of Newdawn Support Services Pty Ltd is not removed and shared without written authorisation from the CEO/Director
- Ensuring that confidential information is not copied, retained or memorised for inappropriate use.
- On termination of their employment, or else when required to do so by Newdawn Support Services Pty Ltd, return any, and all, of the confidential information including any copies of that information
- Returning confidential information is returned in good condition at the expected due date specified by Newdawn Support Services Pty Ltd.

4. Scope of this policy

This policy applies to the Board of Management of Newdawn Support Services Pty Ltd and its workers, contractors and volunteers.

5. Definitions

- **Key Management Personnel** means key management personnel, as defined in the organisational chart, involved in Newdawn Support Services Pty Ltd.

- **Clients** means a client of Newdawn Support Services Pty Ltd.

- **Participant** means a person involved in activities of Newdawn Support Services Pty Ltd

- **Principal** means the owner and or the Board of Management or their delegate of Newdawn Support Services Pty Ltd

- **Worker** means a person employed on a permanent, fixed term or casual contract. It also includes any contractors or volunteers employed by Newdawn Support Services Pty Ltd and includes the principal.

6. NDIS Practice Standards

In maintaining and managing a quality organisation this policy relates to the following Practice Standards as outlined in

<https://www.ndiscommission.gov.au/document/986>

Standard 1, 2 & 3

- Standard 1 Rights and Responsibilities
- Standard 2 Provider Governance and Operational Management
- Standard 3 Provision of Supports



7. Other Relevant Documentation and Legislation

This policy is to be read in conjunction with the legislation listed in the Legislation register and other policies and procedures as mentioned.

- <https://www.legislation.gov.au/Details/F2018L00629>

8. Policy Review

Newdawn Support Services Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

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