



interaction
empowering people

PRIVACY AND DIGNITY POLICY

Easy Read Guide



WHAT IS PRIVACY AND DIGNITY?



Interaction understands that each participant has the right to use support services that respects them, protects their dignity and privacy.



Privacy is keeping personal information and things safe and not sharing them without permission.



Dignity is treating a person in a way that makes them feel important and respected.



Confidentiality means making sure that any information about a person is not shared with anyone who does not need to know.

WHAT IS THE PRIVACY POLICY?



Participants have the right to enjoy a private life without unnecessary staff involvement.



Participants and staff will be given a copy of Interaction's Privacy Policy when they start at Interaction.



The **Privacy Policy** states how Interaction collects, uses and keeps a participant's personal information.



The Privacy Policy explains how a participant's personal information might be shared with other people or agencies.

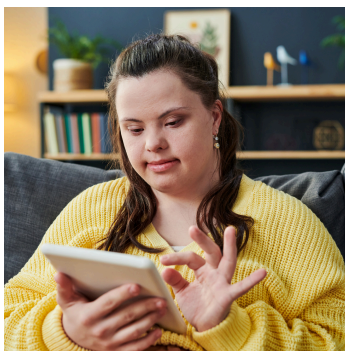
PRIVACY POLICY VS PRIVACY AND DIGNITY POLICY



The Privacy Policy also explains why a participant's personal information might be shared without their permission if the law says it is needed.



Interaction's Privacy Policy is available on Interaction's website or if a participant or family member asks for it.



Participants will be told about Interaction's Privacy and Dignity Policy once they start with Interaction. This will be written in each participant's NDIS Service Agreement.



Staff are not allowed to act on behalf of a participant without the participant's consent.

PARTICIPANTS' RIGHTS AND DECISIONS



Staff must always ask for a participant's consent.



If the participant is unable to give consent, staff will contact the participant's guardian, family, or person responsible for consent.



If a participant is recorded in photos, videos, or audio, they will be told how those recordings will be used and where they will be kept.



If a participant's photos, videos, or audio are used to advertise or promote Interaction, the participant or their guardian must sign a consent form saying it is okay.

PARTICIPANTS' RIGHTS AND DECISIONS



A participant can choose not to share their personal information, like their NDIS Plan.



If a participant does not want to share all their personal information, staff will fill out paperwork with any information the participant does provide.



If there is a concern about staff safety, Interaction might not be able to provide a participant with services.



If staff are worried that another agency is not handling a participant's information properly they will report this to the NDIS Quality and Safeguards Commission.

PARTICIPANTS' RIGHTS AND DECISIONS



Interaction has an audit every 1.5 years. Participants can choose to say no if they do not want the auditor to review their files.

They can decide this at any time and the participant's decision will be written down and kept on file.



If a participant is asked to provide contact details for a specific reason (like forwarding mail), their contact details will only be used for that reason.



Staff must only discuss a participant's personal matters in private places, like a meeting room or behind closed doors.



Staff will only come into a participant's house or room if participants say it is ok or to make sure the participant is safe.

PARTICIPANTS' RIGHTS AND DECISIONS



When staff help participants with personal care, they will make sure the participant feels respected and has privacy the whole time.



If a participant lives in Interaction's accommodation services, staff will respect it is the participant's own home.



Participants have the same rights to privacy, confidentiality, and respect as everyone else.



Participants will get training and support to understand their rights to privacy, respect, and keeping their information private.

PARTICIPANTS' RIGHTS AND DECISIONS



Participants must respect the rights of others living in the house. Any problems can be discussed in house meetings or in one-on-one talks with staff.



Participants should only share information with staff when they really need to know it.



Staff might share a participant's information when:

- More than one staff member is working with a participant. This helps the participant not have to repeat their story.
- Staff need help from other staff members. This helps them give better support.
- A participant's behaviour is affecting others.

PARTICIPANTS' RIGHTS AND DECISIONS



All Interaction staff have an ID badge. They should show this badge if a participant asks.



Personal information about participants and their families must be kept private and safe.



Staff can share information without asking if:

- The law requires it, like a court order.
- There is a serious risk of harm if the information is not shared, such as a participant being in danger.
- There is a risk that a participant might try to harm themselves.
- A serious crime has happened.
- Someone is doing illegal things on Interaction's property.
- There is a legal requirement to report, especially concerning child protection.
- A participant is reported missing by the police.