

# Privacy and Confidentiality

<b>STANDARD 1</b>	Consumer Dignity and Choice
<b>CONSUMER OUTCOME</b>	I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose
<b>ORGANISATIONAL OUTCOME</b>	The organisation has a culture of inclusion and respect for consumers and supports consumers to exercise choice and independence and respects consumers' privacy.

## Preamble

Catholic Homes Incorporated (Catholic Homes) has a strong values-based organisational culture. This culture guides and sustains our care, our organisational values of Love, Joy and Hospitality, our Model of Care: Care with Purpose. The Aged Care Quality Standards, implemented in 2019, guide the provision of quality, compassionate care, and sound, sustainable management practices.

All policies and procedures for care, governance, and workforce management are guided by the principles of enabling choice, preserving dignity, respect for culture and diversity, effective communication and dignity of risk.

## Purpose

Catholic Homes aspires to take a flexible and proactive approach to caring. Our model of care, "Care with Purpose", focuses on helping Residents/Clients to live a life of purpose in an environment that promotes independence and engagement, believe that every person is unique, every life a sacred gift and every human being a unity of body, mind and spirit.

## Privacy and Confidentiality

### PRINCIPLES FOR THE COLLECTION OF RESIDENT/CLIENT INFORMATION

Catholic Homes is committed to the principles outlined in the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 and has in place procedures that ensure compliance with the legislation including the protection of sensitive information including health information. The Resident/Client Handbook outlines our approach to maintaining privacy and confidentiality of Resident/Client information. We use the OAIC document, 10 Steps to Protecting Other People's Privacy, as a guide to our privacy processes.

Management, staff and volunteers are provided with annual training and information on the rights of Residents/Clients to privacy and confidentiality and the processes to support this, and as needed when new staff/volunteers commence employment.

The key guidelines for respecting Resident/Client privacy and confidentiality in Catholic Homes are:

- Residents/Clients are provided with information on our privacy policy in the Resident/Client Handbook and our privacy statement is read to Residents/Clients during the consent collection process;
- Resident/Client files and other information are securely stored;
- Resident/Client information and details are stored electronically, with access permitted to authorised staff only;
- We ensure a three-point identification check is conducted when making face to face and telephone contact with new Residents/Clients including validating their name, address and date of birth. We seek support from carers and family (who are also identified) if the Resident/Client cannot self-identify. We use other identifying information (e.g. from referral information, such as Medicare number, pension and other documentation) to validate identification;

- We take steps to correct information where appropriate and regularly review Resident/Client information to ensure it is accurate and up to date;
- We only collect information about Residents/Clients that is relevant to the provision of support and we explain to Residents/Clients why we collect the information and what we use it for;
- Residents/Clients can ask to see the information that we keep about them and are supported to access this information;
- Residents/Clients are supported by us should they have a complaint or dispute regarding our privacy policy or the management of their personal information;
- All information relating to Residents/Clients is confidential and is not disclosed to any other person or organisation without the Residents/Clients permission;
- We only share information when it is necessary to ensure appropriate support is delivered and only with the Resident's/Client's permission/consent beforehand;
- The provision of information to people outside the service is authorised by the relevant manager/executive manager only;
- We do not discuss Residents/Clients or their support with people not directly involved in supporting them;
- Assessments, reviews and reassessments are always conducted in private with the Resident/Client and the relevant team member unless the Resident/Client consents to their carer, advocate or another person being present;
- During Resident/Client assessments, reassessments or reviews the relevant team member asks the Resident/Client about any particular privacy requirements they have such as their preference for a male or female support worker, specific language, similar interests, etc. These are noted on their assessment form and on the support plan;
- Any discussions between staff about Resident/Client are held in a private space;
- Any references to individual Residents/Clients in meeting minutes refer to the Resident/Client by initials only or another unique identifier, such as their Resident/Client number;
- We confidentially destroy any personal information held about our Residents/Clients when it is no longer necessary to keep the information or provide support.

## Confidentiality of Complaints and Disputes

As far as possible, the fact that a Resident/Client has lodged a complaint and the details of that complaint are kept confidential amongst staff directly concerned with its resolution. Similarly, information on disputes between a Resident/Client and a staff member or a Resident/Client and a carer, is kept confidential. The Residents/Clients permission is obtained prior to any information being given to other parties whom it may be desirable to involve in the resolution of the complaint or dispute.

## Residents/Clients Right to Access Information

Residents/Clients of Catholic Homes have a right to read any personal information kept about them. A request from a Resident/Client (or their advocate) to access information is referred to the relevant team member who confirms the request with the Manager and then arranges for the Resident/Client to view their information within 30 days of the request.

Information is provided in a format accessible by the Resident/Client. The Resident/Client can nominate a representative to access their records held by us.

The manager/authorised staff member is available to assist the Resident/Client in understanding the information and to explain terminology or other assistance.

On advice from our legal representative, access to a Resident's/Client's record may be denied. This is discussed with the Resident/Client/advocate should this situation arise.