

## Policy Statement

Star Community Services is committed to protecting the privacy of personal information which the organisation collects to deliver our services. STAR recognises the essential right of individuals to have their information administered in ways which they would reasonably expect. These privacy values are reflected in and supported by our core values and philosophies, STAR's Privacy and Confidentiality Policy which is compliant with Australian Privacy Principles (APP) contained in the Privacy Act 1988 (Cth).

## Scope

This policy and procedure applies to all employees of STAR Community Services. A reference to "employees" includes permanent, contract and casual employees, directors, volunteers, contractors, and other representatives acting on behalf of STAR Community Services in any capacity.

## Definitions

**Personal Information** is information or an opinion (including information or an opinion forming part of a database) that identifies an individual. Examples of personal information collected by STAR include: names, addresses, email addresses, phone contact details.

**Health Information** is information or an opinion about:

- the physical, mental or psychological health (at any time) of an individual
- a disability (at any time) of an individual
- an individual's expressed wishes about the future provision of health services to him or her
- a health service that is provided or to be provided to an individual;
- other Personal Information collected to provide, or in providing, a Health Service

**Health Service** means an activity performed in relation to an individual that is intended or claimed (expressly or otherwise) by the individual or the person performing it:

- to assess, record, maintain or improve the individual's health; or
- to diagnose the individual's illness or disability; or
- to treat the individual's illness or disability or suspected illness or disability; or
- the dispensing of a prescription drug or medicinal preparation by a pharmacist

**Sensitive Information** means information or an opinion about an individual's

- individual's racial or ethnic origin
- religious beliefs or affiliations
- philosophical beliefs
- criminal information
- membership of a professional or trade association;
- membership of a trade union;
- sexual preferences or practices

**Online Users** refers to anyone who accesses STARS website <http://www.starcommunityservices.org.au>

## Principles

- STAR believes that individuals and communities have a right to privacy, dignity and confidentiality. This right will be upheld at all times through practices of sharing and providing information in a discrete manner and on a need-to-know basis;
- STAR is bound by the Australian Privacy Principles which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held by them;
- Where STAR operates databases or information systems (e.g. client databases or human resources information systems), the relevant policies and procedures are to be followed for the appropriate use of Personal Information within these systems;
- STAR aims to create a workplace which is respectful, ethical and professional in all matters pertaining to confidential or private information held about an individual.

## STAR will

- only collect information which the organisation requires for its primary function;
- ensure that individuals are informed as to why STAR collects the information and how we administer the information gathered;
- use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- store personal information securely, protecting it from unauthorised access;
- make available to individuals' information about privacy rights and how to access or amend their personal information;
- in situations where STAR needs to obtain/provide personal information from/to a third party, STAR will take reasonable steps to contact the person and ensure that they are aware of the purpose the information is being collected/provided, subject to any exceptions under the Privacy Act;
- ensure there is an allocated role of Privacy Officer (GM) as a central contact point for any individual requiring information or wanting to contact STAR about a privacy matter.
- provide, free of charge APP Fact Sheet in the appropriate form, at commencement of services, commencement of employment or on request.

STAR requires all staff to maintain confidentiality of information which they may gain in the performance of their duties with STAR.

Failure to abide by the *Privacy and Confidentiality Policy* may lead to disciplinary action, dismissal and/or legal action against the staff member concerned.

## Legislation and Regulations

Aged Care Act (Cwth)

Disability Services Act 2006 (Qld)

Disability Services Regulation 2017 (Qld)

Australian Human Rights Commission Act 1986 (Cth)

National Disability Insurance Scheme Act 2013 (Cth)

Privacy Act 1988 (Cth)

Australian Privacy Principles and Privacy Amendment (Enhancing Privacy Protection) Act 2012

United Nations Convention on the Rights of Persons with Disabilities

United Nations Declaration on the Rights of Older Persons

Fair Trade Queensland – Charities and Fundraising (Qld)

## Related Standards

Aged Care Quality Standards

NDIS Quality and Safeguarding Framework

Human Services Quality Standards (Dept Communities, Disability Services and Seniors)

Document Name	Privacy and Confidentiality			Document Type	POLICY
Service Sectors	All services	Version	V001.003.001	Review Date	March 2020
Approved by	Rob Spencer, Board Chair				
Ratified by	STAR Community Services Board			Date	March 2018