

Privacy, confidentiality and dignity policy



Plain English

Privacy, confidentiality and dignity policy

This policy is about privacy, confidentiality and dignity.

A **policy** says what the rules are that everyone at The Disability Trust must follow.

Privacy and confidentiality means that we do not share your personal information with others unless you say it is ok.

This might be information about your health or your medication.

There are laws about privacy and confidentiality that The Disability Trust has to follow.

That means we must keep all your information safe.

Dignity means that others treat you with respect.

This policy says what The Disability Trust needs to do

- To keep your information safe
- When we have to share your information with others
- To make sure people respect you.



Rights

The Disability Trust respects your right to privacy and confidentiality.

This means any information about you must be kept safe.

Other people also have the right to safe information.

This could be

- The Disability Trust workers
- People that support The Disability Trust.

The Disability Trust will follow the laws about keeping information safe.

You can find out more about your rights in an information sheet called **Your Rights in Receiving Services.**

You can find it on our website www.disabilitytrust.org.au

The information sheet is in English and other languages.



What The Disability Trust workers must do

All The Disability Trust workers must follow the rules in this policy.

They must keep information about you and other workers private.

Workers must **not** talk about your private information with

- Other workers
- Other people that use our services
- People who do not work for The Disability Trust.

The Disability Trust managers must also follow rules.

Managers means the boss of the workers.

Managers must

- Teach workers how to understand the rules
- Make sure information is kept safe
- Say when it is ok or not ok to share information.



How The Disability Trust gets information about you

The Disability Trust needs information about you so we can make sure you get the right services.

We may get information from

- You
- Your family
- Your guardian.

A **guardian** is someone who the law says can make decisions for you.

We will tell you

- Who gets information about you
- How we use the information
- Where we keep the information.

No one can look at your information unless you say it is ok.

We will only break this rule to keep you safe.

We will give your information to doctors without asking you if they need it to save your life.



How The Disability Trust uses your information

The Disability Trust uses your information to make sure we give you good services.

Sometimes we need to write reports about our services and our business.

These reports are different to the reports about your own services.

We do not use your name or any personal information in these reports.



How The Disability Trust keeps information

The Disability Trust keeps your information in a safe place online.

Only some people are allowed to see your information.

The Disability Trust will never give your information away.

Sometimes we use information to tell others about the work we do.

If you want to know more about this you can read our policy about fundraising and sponsorship.



How The Disability Trust keeps information safe

The Disability Trust will do what we can to keep your information safe.

We keep your information on computers.

The computers are protected by passwords.

We keep paper copies of your information in locked cupboards.

We will only send your information by email or online if you say it is ok.

This is because The Disability Trust cannot make sure your information stays safe if we send it by email or online.

When someone steals or loses information a senior manager will look into it.

Senior manager is the boss of the manager.

We may tell the government if this happens.

The government will help us fix the problem.



How The Disability Trust shares information with others

The Disability Trust will only share your information with others when

- You tell us it is ok to share it
- The law says we must share it
- It will help keep you or someone else safe
- The information is usually shared with others.

Sometimes we share information to give you a service.

We may ask your parent or guardian if it is ok to share the information.

We will write down what information we shared.



We will always follow the law when we share information about you.

The law says we can share information when people will not know it is about you.

This means the information will not have your name or other personal information.

The Disability Trust will tell you how we share information when you start to get a service from us.

We also tell you how we share information in these policies

- Privacy, dignity and confidentiality
- Part K of Information Technology.



How to get information about you from The Disability Trust

You have the right to get information about you from The Disability Trust.

You can ask us to change any information that is wrong or out of date.

The only times you cannot get your information is when it is unsafe or against the law.

The Disability Trust will write to you if you cannot get your information.



Your dignity

The Disability Trust workers must treat you with dignity.

They must always be kind and respect your rights.

They must also keep your information private.

This means the workers must do things like

- Knock on your door before they come in
- Close the door when you use the bathroom
- Keep your personal things safe.

All The Disability Trust workers get training in how to treat you with dignity.

You can read more about these rules in our policies about **Delivery of personal care** and **Employee code of conduct**.



Council for Intellectual Disability made this document Plain English. **CID** for short.
You need to ask CID if you want to use any pictures in this document.
You can contact CID at **business@cid.org.au**.