



PEEL HOME & COMMUNITY SUPPORT
building your future together

PEEL HOME & COMMUNITY SUPPORT INC.

PHCS Inc Commitment to Our Participants
Privacy, Dignity & Confidentiality

RIGHTS AND RESPONSIBILITIES

This document details the Peel Home and Community Support Inc (PHCS Inc) series of policies and accompanying procedures that state our commitment to upholding and safeguarding all participants' rights across all aspects of our person-centred supports, inclusive of the following: individual values and beliefs, a and dignity; independence and informed choice; violence, abuse, neglect, exploitation and discrimination.

PERSON-CENTRED SUPPORTS

PHCS Inc promotes a person-centred approach to its service delivery where individuals lead and direct their services and are supported to maintain connections with their families, friends and extended support network.

All aspects of service provision promote participants' active participation in their community and support participants to develop and maintain independence, problem-solving, social and self-care skills appropriate to their age and cultural circumstances.

Participant assessment, planning, service delivery and reviews will include activities and all supports that assist participants to take control of and responsibility for their choices and enhance their autonomy, independence and community participation.

PHCS Inc recognises and respects the importance of carers as individuals and that the Carer has special knowledge of the participant in their care. Inclusion of the participant's carers, with the consent of the participant, in the services provided is inherent to support delivery.

Principles

Service delivery must, wherever possible:

- respect and support participant rights.
- put the participant at the centre of decision-making in all aspects of their life.
- recognise and accommodate participant preferences.
- respect the participant's gender, sexuality, culture, religion and spiritual identity.
- support participants to actively participate in their community and pursue their interests and goals.
- support participants to develop and maintain autonomy, independence, problem-solving, social and self-care skills appropriate to their age, developmental stage and cultural circumstances.
- use a strengths-based approach to identifying individual participant needs and life goals, particularly in relation to recognising individuals' capacity to develop their independence, problem-solving, social and self-care skills.
- support the participant's dignity of risk.
- be based on the least intrusive options in accordance with contemporary evidence-based practices.

Identity, Culture and Language

Where required, staff will identify and provide referrals and linkages to services and activities that will enhance participants' community participation and provide support and assistance to help participants access these.

PHCS Inc. will work collaboratively with disability-specific and mainstream services to provide holistic service delivery to its participants.

Staff will work with participants and adapt to their individual needs as they change over time, regardless of the frequency or cause.

PHCS Inc will take all practicable measures to ensure that carers are involved in service delivery to the participant.

PHCS Inc is committed to supporting participants from Aboriginal and Torres Strait Islander (A&TSI) and Culturally and Linguistically Diverse (CALD) backgrounds to maintain and strengthen their connection to their community and their spiritual and language connections.

The Board and CEO will develop a culturally competent workforce and employ A&TSI and CALD staff where appropriate so that participant assessments, planning, service delivery and reviews are undertaken in a culturally sensitive way.

Staff will identify and provide referrals and linkages to community services and activities operated by or for A&TSI and CALD people.

PHCS Inc will work collaboratively with A&TSI and CALD services to provide holistic service delivery.

PHCS Inc will use a strengths-based approach to identifying individual participant needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship and community ties and the importance of people's ties to their culture, spirituality and language.

Communication

Where appropriate or requested, PHCS Inc will engage with interpreters and translation services to assist the participant's understanding of the service.

PARTICIPANTS' RIGHTS AND RESPONSIBILITIES

PHCS Inc respects and fully commits to upholding the rights of all people, including those with disabilities.

PHCS Inc is committed to ensuring its participants are made aware of their rights and responsibilities and supported to exercise them.

PHCS Inc acknowledges that people with disability have the same human rights as other members of the community and that the community has a responsibility to facilitate the exercise of those rights.

Participant's Statement of Rights

Participants have the right to:

- fair treatment, regardless of gender, religion, disability, cultural and linguistic background or age.
- honesty, respect, dignity and a regard for privacy and individuality.
- information and support to access services in the community.
- to be an active partner in the services provided.
- make informed decisions and choices about the services they receive.
- a safe, secure and comfortable environment whilst using the service.
- quality services, appropriate to their needs and age.
- support that takes into account lifestyle and cultural differences
- pursue a grievance about the service and to have that grievance resolved in a timely and appropriate manner.
- have a support person/advocate/friend of their choice to represent them in matters relating to their support.

Participant's Statement of Responsibilities

Participants have a responsibility to:

- respect other people's rights to a safe, secure and comfortable environment.
- treat other participants, staff and volunteers with fairness, honesty and respect.
- respect other people's rights to privacy and confidentiality.
- agree to the policies and procedures as they relate to participants and access to support.

INDEPENDENCE, DECISION MAKING AND INFORMED CHOICE

All participants are to be involved and participate as fully as possible in the decisions about the supports they receive.

Choice and control are our fundamental values underpinning the NDIS and reflect the participant's right to autonomy.

PHCS Inc. foster a general sensitivity to the values of choice and control and continually re-evaluates and improves assessment processes.

- The PHCS Inc delegate will advise participants, parents or guardians when making an appointment for the initial intake interview and subsequent reviews that they are entitled to have an independent support person at the meeting to assist them in their decision making process.
- The PHCS Inc delegate will support the participant to access in the information they reasonably require enabling them to participate in decisions. this includes supporting the access to technology, aids, equipment and services that increase and enhance their decision making and independence.
- The PHCS Inc delegate will be responsive to the changing needs, goals, aspirations and choices of participants and will communicate in appropriate formats to facilitate their informed decision making and choice.

- Where the participant has the capacity for decision making all options risks and possible consequences must be discussed with them when considering dignity of risk choices. if the decision does not place anyone at risk of harm, staff are to comply with the participant's decision.
- Staff will support the participant's access to information on which to base their decisions when they want to try new things or continue with options that may not have gone well in the past. Participants are to be provided information on the benefits and risks, consequences and responsibilities to them and others.
- All staff are to be trained in responding to the needs of participants, participant decision-making, dignity of risk and assisting participants to make informed choices in the least restrictive manner.

PRIVACY AND DIGNITY

To ensure that management of participants personal information makes all the relevant legislative and regulatory requirements.

Managing risks of personal information is critical in all service provision. The primary risk to privacy and confidentiality arises from the collection, storage and sharing of participant information. Access by non-authorised persons may expose participants to risk.

Risks are minimised by the following:

- Access to participant information is only allowed by authorised staff of PHCS Inc, who ensure consent is obtained before gathering data, including audio and visual data.
- Encouraging participants to provide feedback and complaints about the use of their information.
- Personal Information may include:
 - name,
 - date of birth,
 - gender,
 - current and previous addresses,
 - residency status,
 - telephone numbers and e-mail addresses,
 - bank account details,
 - driver's licence number,
 - Centrelink information,
 - photographs,
 - race or ethnicity
 - medical history or information provided by a health service.
- In collecting personal information, PHCS Inc. will inform the participant:
 - that it is a requirement to collect formation
 - the purposes for collection
 - who will have access to the information
 - the right to seek access to, and/or correct, the information

- the right to make complaints or appeal decisions about the handling of their information.
- Participant information is used to:
 - assess and provide services
 - administer and manage those services
 - evaluate and improve those services
 - contact family, carers, or other third parties if required; and
 - meet our obligations under the NDIS.
- Participants will be provided with the *Participant Consent Form* at the time of commencing service with PHCS Inc. This consent form must be signed and placed in the participant's file and stored securely with access limited to staff members in the performance of their role. In the event that the consent form is not able to be signed then a notation of the reason and that verbal consent was obtained to be added to the consent form as well as being documented in the participant file notes.
- Updating participant information: To ensure that participant information is accurate, complete, current, relevant and not misleading, PHCS Inc checks personal details and updates participant files whenever reviewing a participant's service and/or when informed of changes or inaccuracies by participants or other stakeholders.

There is to be no charge for any correction of personal information.

- Collection and Storage of Personal Information:
 - PHCS Inc. collects personal information from participants verbally or in writing.
 - From third parties such as medical practitioners, allied health professionals, participant representative such as carers and other health service providers
 - Participant referrals and from publicly available sources of information
- PHCS Inc. will collect sensitive information
 - only with the participant consent unless an exemption applies such as a court tribunal order or it is necessary to prevent a serious or imminent threat to life or health.
 - Consent will be collected fairly, lawfully and non-intrusively
 - only when deemed necessary for the support required
 - for service delivery to participants
- PHCS Inc takes all reasonable steps to protect personal information against loss, misuse, unauthorised access or disclosure.
- PHCS Inc has appropriate security measures in place to protect stored electronic and hardcopy materials. The archiving process for participant files ensures files are securely and confidentially stored and destroyed as per the state archive rules.
- Should a breach of privacy occur, potentially exposing participant information, the CEO will immediately act to rectify the breach in accordance with the Breaches of Privacy Act.

Disclosing Information

PHCS Inc respects the right to privacy and confidentiality and will not disclose personal information except where obligated by law.

Accessing Personal Information

Participants can request to be granted access to their personal information, subject to exemptions allowed by law. Requests to access personal information must state the information to be accessed and the preferred means of accessing the information and should be in writing where possible or verbally and directly to the CEO.

The requested information will be provided within 30 days of receipt of the request. Any reasonable charges and fees incurred by providing the data as requested may be passed on to the participant.

Any questions or concerns about PHCS Inc.'s privacy practices should be made to the CEO in the first instance by emailing CEO@PeelHCS.com.au