

## Purpose

Achieve Australia is committed to providing support that recognises and respects the human rights of people we support, including their right to privacy and to make choices. We are also committed to protecting the privacy of other key stakeholders such as families and carers, staff, and volunteers.

Achieve Australia will facilitate, as far as possible, the capacity of all people who access services to determine their own best interests and to make decisions about their own lives, including directing supports that respect their culture, diversity, values, and beliefs. Where supported decision-making is in place, we will provide people we support and their chosen supporters (where reasonable and possible) with support.

This policy is based on

- our recognition of the legal and human rights of each person we support (client)
- our requirement to comply with the Privacy Act (1988) and the Australian Privacy Principles
- the rights of each person to access supports from us that respect and protect their dignity, and personal privacy
- the rights of people we support to understand what information we collect about them, why, how it is held, and who has access to it. This information is provided in the mode, format, language requested that is best understood by the person. This includes providing information in audio or visual formats if required.
- our understanding that any personal information we hold about a person belongs to them, and not to Achieve Australia. Therefore, as caretakers of this information, we have a moral and legal responsibility to maintain, update, and protect the information appropriately.
- our commitment to uphold the dignity of people who access our services as well as all people with disability
- our belief that supports delivered by us should be provided in a way that enhances and promotes the dignity each person in the way that is best understood by them
- our commitment to the NDIS Code of Conduct.

## Scope

This policy relates to all employees, contractors, volunteers, and students on placement responsible for collecting, storing, using or disclosing individuals' information on behalf of the customer and/or Achieve Australia.

## Legislative Context

Refer to the Achieve Australia Legislation Register

## Reference Documents

- [NDIS Practice Standards and Quality Indicators](#)
- Achieve Australia Privacy Policy
- Achieve Australia Customer Charter of Rights and Responsibilities
- Achieve Australia Information Management Policy and Procedure
- Achieve Australia Complaints and Feedback Policy and Procedure

Policy Owner	Chief Customer and Practice Officer
Approved By	Chief Executive Officer
Date Approved	01/01/22