

Policy statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to protecting and upholding the right to privacy of Customers/Clients, employees, The Boards members and external stakeholders we deal with. In particular, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is committed to protecting and upholding the rights of our Customers/Clients to privacy in the way we collect, store and use information about them, their needs and the services we provide to them.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service requires employees and The Boards members to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is subject to legislation applying to the organisation and/or its Customer/Client group. The organisation will follow the guidelines of the *Australian Privacy Principles* in its information management practices.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will ensure that:

- it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of Customers/Clients and organisational personnel.
- Customers/Clients are provided with information about their rights regarding privacy.
- Customers/Clients and organisational personnel are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature.
- all employees, the Boards members understand what is required in meeting these obligations.

This policy conforms to the *Federal Privacy Act (1988)* and the *Australian Privacy Principles* which govern the collection, use and storage of personal information.

(Note: The Federal Privacy Act applies to organisations with an annual turnover over \$3m or organisations that are health service providers, operators of a residential tenancy database, a contractor that provides services under a Commonwealth contract, an

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organisation that is related to a larger organisation or one which trades in personal information. Many funding contracts may require that funded organisations comply with the Australian Privacy Principles).

This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive personal nature.

This document complies with NDIS 2018, standard 1.3 Privacy and Dignity, and ACIS 2013, section 1.4 Confidentiality. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Policy context: This policy relates to	
Legislation or other requirements	Privacy Act 1988
Contractual obligations	Service Agreement Customer Service Agreement

Documentation

Documents related to this policy	
Related policies	Q109 - Customer Records Policy