

Coastal Early Intervention Privacy and Confidentiality Policy

Purpose: To ensure that Coastal Early Intervention Clinic protects the privacy and confidentiality of all clients, families, and staff in accordance with the Australian Privacy Principles (APPs), the Privacy Act 1988 (Cth), and the NDIS Practice Standards.

Scope: This policy applies to all employees, contractors, students, and volunteers of Coastal Early Intervention Clinic who have access to personal, health, or sensitive information.

Policy Statement: Coastal Early Intervention Clinic is committed to maintaining the privacy and confidentiality of all personal and sensitive information collected in the course of service delivery. We collect only the information necessary to deliver high-quality, person-centred services and ensure this information is stored securely, accessed appropriately, and shared only with consent or legal justification.

Collection of Personal Information: We collect personal information directly from participants or their guardians, including: - Full name, contact details, and date of birth - Medical, developmental, and health-related information - NDIS plan details and funding status - Emergency contacts and relevant family/social information

Use of Personal Information: Collected information is used to: - Provide appropriate assessments and interventions - Communicate effectively with families and other providers (with consent) - Comply with funding, legal, and safeguarding requirements

Storage and Security: - All records are stored in secure, password-protected digital systems or locked physical cabinets - Access is restricted to authorised personnel only - Records are retained in accordance with regulatory guidelines and securely destroyed when no longer required

Disclosure of Information: Personal information will only be shared: - With informed consent of the participant or their guardian - When required by law (e.g. mandatory reporting, court orders) - With other professionals directly involved in service provision (with consent)

Participant Rights: Participants and their representatives have the right to: - Access their personal information upon request - Request correction of inaccurate or outdated information - Be informed of how their information is used and disclosed

Breach of Privacy: Any suspected or actual breach of privacy must be reported immediately to the Clinic Director. A formal review and incident report will be completed.

Policy Review: This policy is reviewed annually or in response to legislative updates.

Related Documents: - Participant Rights and Responsibilities Policy - Complaints and Feedback Policy - Confidentiality Agreement (Staff)

Approval: Clinic Director Tane Duff

Date of Approval: 1/1/26

Review Date: 1/1/27