

9.4 Consent Policy and Procedure

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Drafted by:	ML, BV	Endorsed by Board on:	26/5/2020
Responsible person:	EO	Scheduled review date:	May 2021
Associated Documents:	Consent Form		

PURPOSE

Interchange IE must gain consent from participants before sharing any information with family, advocates, other providers and government bodies.

Children under the age of eighteen (18) need consent from their guardian, as do participants over the age of eighteen (18) who are reliant on either their parent or a legal guardian to share information with other providers and government bodies. It is the responsibility of all staff to inform participants about their rights regarding the provision of consent.

SCOPE

Interchange IE will obtain consent even where language barriers may exist. When there are language or communication barriers, staff will ensure that all reasonable efforts have been made to overcome these, using available communication aids and technology, interpreters, relatives/carers or friends.

This may include consulting with relatives to establish the best ways to communicate or a request for assistance with establishing the participant's values and preferences, if a participant is unable to express these themselves. Conflict of interest or bias must be avoided at all times.

- All consent will be documented in the participant's file
- Verbal refusal of consent, for any intervention, must be acknowledged and documented in the participant's file
- Written consent must be sought for the use of an advocate
- Use of images through photography or video requires written consent to be obtained from the participant or their representative before the image is included in any form. (Annual report, web site, Facebook)
- Consent must be gained for each new occasion

POLICY

Interchange IE recognises the importance of maintaining the privacy and confidentiality of all participants; however, there are times when it is legally required to share information with other parties, such as legal entities or government bodies.

Interchange IE will not provide any information to a person or authority without the participant's consent, unless the disclosure is a legal or mandatory requirement.

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Interchange IE will inform all participants, upon entry into the service, about their rights to privacy and confidentiality and of any situation where these rights are waived.

Interchange IE will notify all participants that they have an opt-out option if their information is requested for audit purposes.

Guiding principles

- Participants have the right to make decisions about things that affect their lives.
- Participants are supported to make informed decisions when their consent is required.
- Consent for financial matters is obtained from the participant, their parent/guardian, or a legally appointed financial manager or the person appointed under a Power of Attorney.
- Participants are supported to identify opportunities to make decisions about their own lives and to build confidence in their decision-making skills.
- When a participant wants or needs support to make decisions, it is provided in ways preferred by the participant and by a supporter of their choice.
- Support with decision-making must respect the person's cultural, religious and other beliefs.
- If a participant wants or needs support from an advocate, this is encouraged and facilitated.
- Support is provided in ways that uphold the participant's right to self-determination, privacy and freedom from abuse and neglect.
- Decision-making and self-determination are not unduly influenced by the interests, beliefs or values of those providing the decision-making support.
- Participants are supported to access opportunities for meaningful participation and active inclusion in their community.
- Information is provided to the participant in formats that enable meaningful engagement and communication between all interested parties.

PROCEDURE

If a participant wishes to provide consent so another person or organisation can access their personal information, then the following procedure is to be undertaken:

1. The participant is informed that written consent is required prior to sharing any of their personal information.
2. The participant is advised that their consent can be withdrawn at any time.
3. Information about the consent is communicated in a method that is relevant to the participant.
4. The participant completes a Consent Form.
5. A signed Consent Form is saved in the participants electronic file.
6. All relevant staff are informed about the consent approval

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RELEVANT LEGISLATION AND POLICIES

Disability Inclusion Act and Regulation 2014

NDIS Practice Standards and Quality Indicators 2018

Privacy Act (1988)

RELATED DOCUMENTS

Consent Form