



Personal Privacy and Dignity Policy and Procedures

Source of Obligation

Standard 1 of the Aged Care Quality Standards – Resident dignity and choice – is the foundational standard of the eight Quality Standards and recognises the importance of the Resident’s sense of self and ability to act independently. Standard 1 also places obligations on aged care providers to respect Residents’ privacy as a key element of treating a Resident with dignity and respect.

Standard 1 requires aged care providers to respect each Resident’s right to privacy in how they collect, use and communicate the Resident’s personal information and manage this according to relevant law and best practice guidance.

For more information relating to Standard 1, refer to our [Resident Dignity and Choice](#) policies and procedures.

Purpose

Respecting the personal privacy of a Resident is distinct from the legal obligations **Lions Haven for the Aged** has under the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles (APPs). A Resident’s personal privacy must be respected to maintain their dignity and ability to make decisions about their health and wellbeing. The APPs outline Lions Haven For The Aged legal obligations relating to the collection, storage, management and disposal of personal information that it holds about all stakeholders, not just Residents.

This Policy outlines Lions Haven For The Aged policy and procedures relating to the respect of Resident’s personal privacy in the delivery of care and services. For

information relating to how **Lions Haven for the Aged** meets its legal obligations under the Privacy Act 1988 (Cth) and the APPs, refer to our [Privacy Program](#).

Our Policy

It is our policy that:

- the communication, behaviour and interactions of our workforce and others does not compromise Residents' privacy and ensures that confidentiality and respect for privacy and dignity is upheld
- Residents' preferences for personal privacy are gathered at admission and recorded in Personalised care plan and undertake required assessments
- Residents are supported by our workforce to communicate their preferences for how they want their privacy maintained including their information, their living space and how they are treated or cared for
- personal and confidential information about Residents is only shared with others when there is a legitimate and lawful reason to do so, and in accordance with our [Privacy Program](#)
- Residents' personal space and privacy is respected when their friends, partners or significant others visit
- Residents are supported in providing feedback or making a complaint if their personal privacy has not been respected or upheld in accordance with their preferences
- our workforce is trained on basic principles and procedures for respecting Residents' personal privacy and preferences at induction, and through ongoing learning.

Procedures

The Clinical Manager, Clinical Nurses or Registered Staff is responsible for ensuring that care and services that are provided are in keeping with Residents' individual views of dignity and respect. Care Staff are responsible for ensuring:

- all Residents who require support in showering, dressing and grooming are being assisted and having these services provided according to their likes and

preferences, wherever possible

- Residents are supported to maintain their continence with dignity and in respect of their personal privacy, for example through toileting programs and prompt assistance to attend the toilet
- care procedures, such as administration of eye drops, puffers, blood pressure checks are undertaken in private areas that support the individual's dignity unless monitoring a Resident in an emergency.

All members of the workforce must ensure that:

- they knock prior to entering a Resident's room
- if a Resident's room's door is open, they announce themselves and check to ensure that the Resident is happy for the worker to enter, where this is not possible (for example for Residents living with dementia) they announce themselves, greet the Resident and explain the purpose of their visit
- they check the Resident's preference for having doors and curtains opened or closed when leaving the room
- Resident files are stored securely and away from public access
- electronic information is password protected and individual for each user.

The RN will ensure privacy consent forms are completed on admission and reviewed annually or updated as the Resident's preferences change, to ensure that the privacy wishes of the Resident remain current.

Our Lifestyle and Well being Officer's maintain a register for Residents not wanting to have their photo displayed or birthday celebrated.

Related Forms/Documents

Insert List of Related Forms and Documents

References and Resources

Aged Care Quality Standards, Standard 1

Aged Care Act 1997 (Cth)

Charter of Aged Care Rights (2019)

Quality Principles 2014 (Cth)

Dignity in Care Principles: Department for Health and Ageing, Government of South Australia, 2013