

CS3.6 Participant Support Network

Purpose

1. To provide guidance to all SAVVY employees and volunteers as to how SAVVY recognises a participants support network
2. Outline the procedures SAVVY will employ to obtain consent from the participant before engaging with their support network
3. The steps that SAVVY will take to ensure that participant records are actively managed.

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities
2. Module 2: Provider Governance and Operational Management

Legislative Alignment

1. Privacy Act 1988 (Cth)
2. Privacy Amendment (Private Sector) Act 2000
3. Privacy Amendment (Enhancing Privacy Protection) 2012
4. Australian Human Rights Commission Act 1986 (Cth)

Key Responsible Executive

Chief Executive Officer

For More Support

Your People Manager

Policy Statement

1. SAVVY is committed to the collection and storage of appropriate information, which demonstrates compliance with legislative requirements, relevant standards, best practices and expectations of the community it serves.
2. SAVVY will ensure that records are maintained in such a way that they are legible, traceable and accessible. Records will be retained and registered detailing where they are stored or disposed of, as well as who is responsible for the management of this process.

Definitions

1. Support Network: Individuals, organisations, or entities identified by the participant as essential in supporting their goals and well-being.

Delegations

Roles	Responsibilities
Board of Directors	<ul style="list-style-type: none"> • Endorse and ensure compliance with the policy; be familiar with legislative requirements regarding privacy and information handling.
CEO	<ul style="list-style-type: none"> • Manage and monitor compliance; support staff in adhering to this policy; develop program and service materials, including participant communication tools.
Management	<ul style="list-style-type: none"> • Supervise and facilitate compliance; foster staff competency and adherence to the policy; handle complaints professionally.
Staff, volunteers, contractors and students	<ul style="list-style-type: none"> • Abide by the policy and procedure; protect privacy and personal information in line with the organisation's systems.

Procedures

Before engaging with a participant's support network, SAVVY will:

1. Identify the Support Network: Assist the participant in identifying individuals or entities that form their support network.
2. Inform: Clearly inform the participant about the nature of engagement with the support network and its importance.
3. Obtain Consent: Seek explicit written or verbal consent from the participant before initiating engagement with their support network.
4. Documentation: Document the consent obtained meticulously in the service user record.
5. Respect for Rights: Always prioritise and respect the participant's rights and wishes during interactions with the support network.

References to other SAVVY policies and external sources

1. CS3.2 Access and intake
2. CS3.3 Participant Assessment & Support Planning
3. CS3.5 Participant Record Management

Summary of attachments

1. Nil

Version Control

1. 1 April 2023 - New Policy Creation