




Information Sharing Guidelines Statement

STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd trading as *estara* recognises the principles of human rights and the rights of each of our clients, including the right to privacy.

We also recognise that responsible sharing of information can optimise the safety and wellbeing of our clients, particularly those who are vulnerable.

This Policy is delegated for approval by the Chief Executive Officer

Approved by:  Chief Executive Officer	Date of Approval: January 2023 Date of Next Review: January 2026
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In this policy, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd ACN 644 670 977, which is a Company Limited by Guarantee and trading as *estara*.

Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.

STATEMENT

estara is committed to the principles of human rights; our clients have the same rights as other citizens.

We are also committed to delivering services and supports which optimise the safeguarding of our clients. It is essential that we can confidently share information where it may prevent harm and so that we can respond to any threats to the safety and wellbeing of our clients.

estara has adopted the [South Australian Government's Information Sharing Guidelines](#) (ISG) to ensure that we have a clear process for disclosing information about our clients, where we don't have consent, but we have sufficient reason to believe that not sharing information presents an immediate threat to the client's safety and wellbeing.

As detailed in the ISG, workers must seek a client's informed consent to share information in all situations where it is considered reasonable and practicable to do so. Disclosure of information without consent is permitted if it is not safe or possible to seek consent or consent has been refused and the disclosure is reasonably necessary to prevent or lessen a serious threat to the life, health or safety of a person or group of people. In certain circumstances, disclosure may be authorised or required by law and consent is not required (e.g. reports of crime).

In any circumstance where a worker believes information should be disclosed without a client's consent, the ISG must be consulted to inform our practice.

It is the responsibility of all workers to conduct a risk assessment, but the decision to share information without consent must be approved by the Chief Executive Officer or delegate.

It is the responsibility of the Head of People & Culture to ensure appropriate training and guidance in using the ISG is provided.

RELATED LEGISLATION

- Information Sharing Guidelines for promoting safety and wellbeing (Government of South Australia)

SUPPORTING ESTARA DOCUMENTATION

- Child and Young Person Protection Policy and Procedures
- Client Handbook
- Client - Advocacy Policy and Procedures
- Client - Rights and Responsibilities Statement
- Client - Use of Interpreters Policy
- Code of Conduct and Ethical Behaviour
- Document Retention, Archiving and Destruction Policy and Procedures
- Privacy Consent Form
- Privacy - Private Information Management Statement
- Privacy - Private Information Management Procedures
- Risk Management Statement
- Volunteers Induction Book
- Vulnerable Adult – Client Safeguarding Policy and Procedures

BREACHES OF THIS POLICY

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will estara accept such an argument.

DISTRIBUTION AND REVIEW

estara will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.