

Purpose

This policy outlines how Christie Centre Inc. (CCI) manages participant consent, protects privacy, and ensures compliance with the NDIS Practice Standards (Core Module: Rights and Responsibilities) and ISO 9001:2015 Quality Management principles.

CCI is jointly bound by the Associations Incorporation Reform Act 2012 (Vic), the Health Records Act 2001 (Vic), and the Privacy Act 1988 (Cth). In the event of conflicting statutory retention demands, the higher benchmark (the Victorian 7 year/Age 25 data preservation rule) will take absolute operational precedence within FlowLogic.

Scope

This policy applies to all prospective and active NDIS participants, legally appointed guardians, nominees, and staff across all CCI service environments.

Board Members	Executive Officer	Team Members	Volunteers & Students	Contractors	Service Users
✓	✓	✓	✓		✓

Policy

- **Informed Consent:** CCI will obtain valid, informed consent before delivering supports or sharing personal information with families, advocates, external providers, or government bodies.
- **Age of Majority:** For participants under eighteen (18) years of age, consent must be obtained from a legally recognised parent, guardian, or nominated advocate.
- **Revocation:** Participants maintain the right to withdraw or amend their consent at any absolute time without negative impacts on their service delivery.
- **NDIS Quality Audit Freedom:** During intake, participants must be explicitly informed of their right to opt out of having their files reviewed by NDIS Quality Auditors. CCI will record their choice immediately on their profile; there is no automatic opt-in without explicit notification.

1.0 Guiding Principles

Participants have the right to make decisions about things that affect their lives.

- **Presumed Capacity:** CCI presumes every participant has the capacity to make their own decisions and give informed consent unless a formal legal assessment or evidence states otherwise.
- **Supported Decision-Making:** CCI provides information in accessible formats (such as Easy Read, visual aids, or translation technologies) to ensure participants are supported to make informed choices, respecting their cultural, religious, and personal belief systems.
- **Dignity of Risk:** Participants are fully supported to make choices affecting their own lives, even if those decisions are perceived as risky or run contrary to the opinions of family members or CCI staff.
- **Right to Revoke:** Consent is never permanent. Participants or their legal guardians may modify, restrict, or completely withdraw consent at any time without negative consequences to their support delivery.

2.0 Types of Consent & Evidence Collection

CCI recognises that consent can be communicated in various ways. The collection of consent must be strictly recorded:

- **Written Consent:** Mandatory for high-stakes operational actions including information sharing with external organisations, media/photography releases, complex financial management, and the formal engagement of external advocates.
- **Verbal and Non-Verbal (Implied) Consent:** Permitted for day to day routine support activities (e.g. regular manual handling adjustments or household tasks).
- **Recordkeeping Mandate:** If consent is given verbally or non-verbally, the handling Disability Support Worker (DSW) must log the consent inside the participant's FlowLogic file, in their case note and under correspondence. The entry must specify the date, time, and exact nature of the consent. Verbal or non-verbal refusals of consent must be logged using the same method.

3.0 Specific Regulatory Consent Mandates

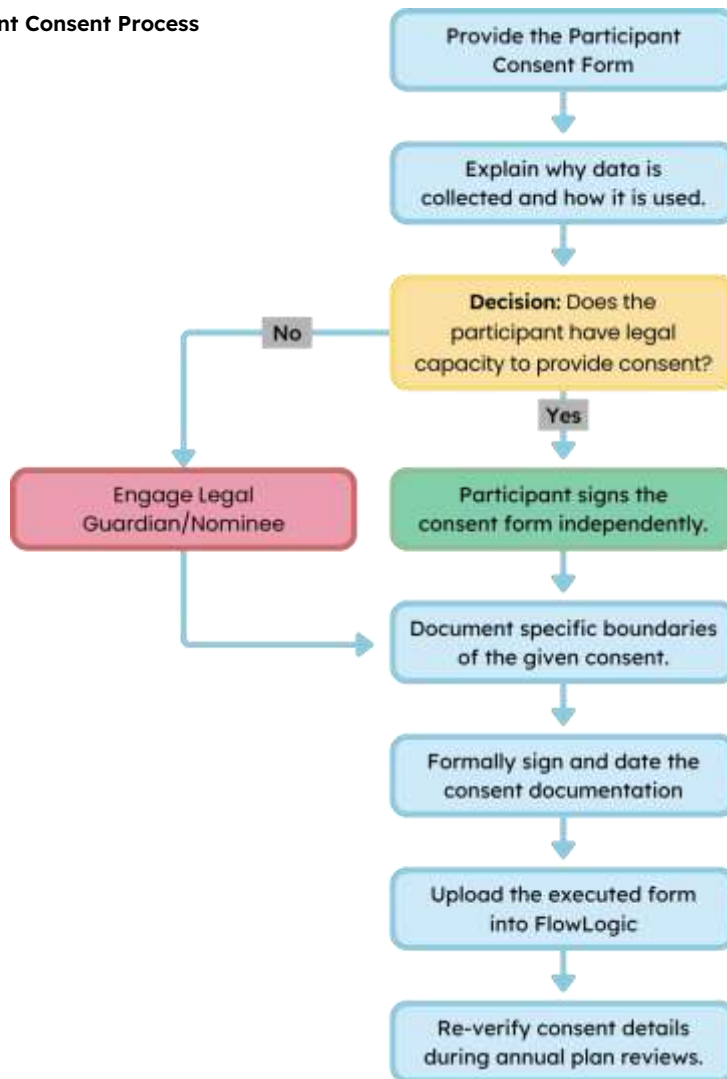
- **Children Under 18:** For any participant under the age of eighteen (18), formal consent must be executed by a parent, legally appointed guardian, or child representative before any information is exchanged with external bodies.

Consent Policy and Procedure

- **Life and Financial Decisions:** Consent for core life decisions (such as restrictive practices) must be obtained from the participant or their legally appointed guardian. Financial matters require consent from the participant, a financial administrator, or an active Power of Attorney (POA).
- **NDIS Quality Auditing:** CCI must explicitly present the NDIS Audit Opt-Out Clause to all participants during the intake phase. Participants are automatically included in the audit framework by the NDIS Commission unless they explicitly select an opt-out preference. CCI will record this choice on their profile within FlowLogic.

Information is provided in formats that everyone can understand and enables the participant, their supporters and others, such as legally appointed guardians, to communicate effectively with each other.

Diagram 1 Participant Consent Process



Procedure

When personal or operational data must be shared with family, advocates, providers, or government departments, staff must execute the following sequential steps:

1. **Communication:** Explain what specific information needs to be shared, the justification for sharing it, and the receiving party, utilising the participant's preferred communication style or translation tool.
2. **Verification:** Review the participant's profile dashboard under details within FlowLogic to verify active consent boundaries and ensure no NDIS audit opt-out terms are violated.
3. **Execution:** If written consent is required for the transaction, facilitate the completion of the Participant Information Consent Form by the participant or their legal guardian.
4. **Digital Filing:** Upload the executed physical or digital Participant Information Consent Form directly into the participant's FlowLogic file within 24 hours of generation.
5. **Notification:** Update team members via a Correspondence log to notify all operational staff of the active consent permissions or restrictions.
6. **Periodic Review:** Formally re-verify and update all participant consent parameters annually during the standard support plan review cycle.



Diagram 2 Participant Consent Process

Related documents

- Code of Conduct and Ethical Behaviour Policy and Procedure
- Privacy and Dignity Policy and Procedure
- Participant Information Consent Form

References

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS Practice Standards and Quality Indicators 2021
- National Disability Insurance Scheme (Approved Quality Auditors) Rules 2025
- NDIS Code of Conduct
- Privacy Act 1988 (Cth)
- Privacy and Data Protection Act 2014
- Health Records Act 2001 (Vic)