



Use of Videos and Photos

Policies & Procedures

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TABLE OF CONTENT

Policy / Procedure	Page
USE OF VIDEOS AND PHOTOS	3
The use of videos and photos.....	3
Further Advice or Assistance	4
Effectiveness and Review.....	4

USE OF VIDEOS AND PHOTOS

Directions to personnel on the use of videos and photos.

The use of videos and photos

In accordance with the 123 Support Services policy, decision making and consent, the people 123 Support Services support and/or their families will be asked for consent to take and use videos and photos for:

- The personal records of the person being supported
- 123 Support Services to use in their staff training programs
- Showing the public how 123 Support Services support

123 Support Services will meet the following conditions:

- “Photos and videos will only be taken by staff who have permission from the management team and, in accordance with the communication style guide, decision making and consent, and the use of videos and photos policies.”

The General Service Induction states:

“You are not to take videos or photographs without permission from a management team member and only on the condition that they are given to 123 Support Services for storage and use and deleted from any personal devices.”

- All photos and videos will remain with 123 Support Services and be given to the person being supported and/or their family if they wish
- 123 Support Services will inform the person being supported and/or their family if 123 Support Services want to use them where the public will view them
- 123 Support Services will use them in accordance with the General Managers position description task:

“Ensure that 123 Support Services’ written material, and use of video and photos are professional, positive, respectful and dignified.”

- 123 Support Services will delete them if the person being supported and/or their family requests it

Consent will be requested through 123 Support Services Consent Form:

“I consent to the use of photos, videos or audio of me as per 123 Support Services Policies & Procedures”

With program and event videoing and photography the process will be as follows:

- Permission will be given by the General Manager for event and program videoing and photography

- The videos and photographs are given to the General Manager who selects the video sections and photographs that might be useable and deletes the rest
- The video clips are improved through Lightroom and transferred to a storage folder held by the General Manager for use
- The Leadership Team is given a link to the folder to identify any video clips or photographs for removal for reasons of privacy, confidentiality or damaging imagery
- A Leadership Team member will check client files for any no video or photography alerts

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Complaints Handling Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.