



Access to Care Privacy Statement- Disability Services

Access to Care strictly adheres to the Privacy Act 1988 and is consistent with the Australia Privacy Principles. Your personal information collected for the purpose of NDIS Disability Services is securely stored and safeguarded according to the NDIA Privacy Policy.

Why do we collect your personal information?

Your personal information collected under the provision of Access to Care is mainly to enable us to perform our roles and responsibilities in identifying the best services suited to meet your needs and to achieve your NDIS Plan goals. We would require your consent to access your NDIS plan for effective provision of your disability supports and your information will not be used for any other purposes. We would also never ask or accept your NDIS Portal login details.

We collect your personal information to:

- To determine how we can best help you
- Meet our funding and legal obligations
- Process and respond to any complaint made by you
- Provide information as required by law.

Who do we collect your personal information from?

We generally collect your personal information directly from you. However, in some cases we may receive your personal information from a third party (for example from your carer or authorised representative, medical or other health provider, government agencies or other service providers). In these cases, we will take reasonable steps to ensure you are aware that we have collected personal information about you and the circumstances of the collection.

Who do we usually disclose your personal information to?

We often work and collaborate with others to achieve the best possible outcomes for your particular circumstances. In doing so your personal information may be disclosed to:

- Other services to assist them in providing services to you
- Medical and other health providers to assist them in providing services to you
- Our funders and regulators.

We will only disclose your personal information as set out in this notice and our privacy policy or as authorised or required by law or a court order. In all other circumstances we will disclose or use your personal information only with your prior consent including for your recorded audio/visual format.

How is your information stored?

Your information is stored securely both as- electronically and as hard copy files. The hard copy files are secured in locked filing cabinet which is only accessible to Disability Services staff in Access to Care. The electronic copies are saved in secure and password protected database.



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Note- Access to Care will store your information for 7 years after the cessation of the service, as stipulated by the NSW Government State Records- 'General retention and disposal authorities'. We will also ensure to follow the Record Keeping practices according to the NDIS guidelines.

Who has access to your personal information collected by us?

Your information will only be accessible to the Disability Services staff in Access to Care and will never be shared with any other personnel or programs in Access to Care without your consent.

How can you access your personal information?

You can ask to access your information at any time if you have consented to Access to Care - access to your NDIS plan. The request must be in writing (a letter, fax or email). You must clearly identify the information you wish to access. You can take notes or request a copy of it. However, you may not take your file. You can also at any stage choose to withdraw your consent to Smart Support Care.

How can you complain about a breach of privacy?

If you believe your privacy has been breached, you may contact the Director and provide details of the incident so that we can investigate it. We will investigate the complaint and respond to you within 28 days. Access to Care is highly committed towards supporting the complainant through the Complaints and Appeals procedure. Alternatively, you can refer to the Office of the Australian Information Commissioner for complains involving privacy matters. Staff will provide additional details and information of relevant advocates.

How to contact us

Contact Access to Care for further details:

The Director

Level 1, 398 Chapel Rd, Bankstown NSW 2200

director@accesstocare.com.au