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National Premier Disability Services Pty Ltd
Policy Document

Privacy and Consent relating to NDIS Provision of Supports

Introduction

The intention of this document is to inform you of the type of information we may need to collect, how that information is collected and stored, and the circumstances under which that information may be shared. We recognise an NDIS plan contains highly personal and sensitive information and therefore we respect your right to privacy and are committed to safeguarding any personal information which may be provided.

Any personal information provided to us is protected under the Privacy Act 1988. Our Privacy Policy framework is consistent with the Australia Privacy Principles. It is also in accordance with the NDIA Privacy Policy - this document can be located at <http://www.ndis.gov.au/privacy>. As a NDIA registered provider of Supports, National Premier Disability Services Pty Ltd, is required to comply with the NDIA Privacy Policy. There is also a factsheet for participants on the website at <http://www.ndis.gov.au/sharing-your-ndis-plan-providers>.

In your Service Agreement, there is a section about Privacy and Confidentiality. You have options about what you can consent to in terms of information being collected and how it is shared.

Why do we need to collect information and how it is used ?

Information needs to be collected to enable National Premier Disability Services Pty Ltd as a registered provider of supports, to perform their role and ensure each service is helping you to achieve your goals listed in your NDIS plan.

To assist you in the efficient delivery of your services it is important that we are aware that there is appropriate funding of the necessary 'support category' in your NDIS plan. For National Premier Disability Services Pty Ltd to access your plan either in full or partially, we will need your consent to do so. Your information will not be used for any other purposes than you agree to.

In terms of the NDIS portal, we will never ask for nor accept your login and password for the portal.

Who has access to your information ?

Only authorised National Premier Disability Services Pty Ltd staff will have access to your information in order to perform their role to help you achieve your goals as stated in your NDIS plan.

How is your information stored ?

All of your records (both hard-copy and electronic) will be stored securely. National Premier Disability Services Pty Ltd uses a secure, password protected database to store your information. On cessation of service, your information will continue to be stored for the required timeframe of 7 years in accordance with NSW Government State Records – 'General retention and disposal authorities.'



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Who do we share your information with ?

Your information will never be disclosed to any third parties unless you provide consent for us to do this. There may be situations when we are required to share information as authorised by law.

Can you request your information to be removed ?

If you have consented to give National Premier Disability Services Pty Ltd access to your NDIS plan, at any time, you can withdraw your consent and request that your plan be removed.

How can you lodge a privacy related complaint ?

We take concerns and complaints around privacy very seriously. If you have concerns or you think we have breached our privacy obligations and would like to make a complaint, we have a complaints handling process. Please go to our website www.nationalpremierdisabilityservices.com.au to make a complaint. We will respond to your complaint as soon as possible after receiving it and contact you to discuss how we can work with you to resolve it.

If following that you are still unhappy, you can make a complaint about a privacy matter to the Office of the Australian Information Commissioner. Please refer to the [Office of the Australian Information Commissioner](http://www.oaic.gov.au) website for how to make a complaint.

I _____ have read and understand this document in relation to Privacy and provide my Consent for service delivery by National Premier Disability under these terms. I acknowledge I have also been provided with a copy of this document.

Participant / Participants' representative name

Participant / Participants' representative signature

___/___/_____
Dated dd/mm/yyyy

National Premier Disability Services representative name

National Premier Disability Services representative signature

___/___/_____
Dated dd/mm/yyyy