

PRIVACY POLICY

What this policy covers

In accordance with the NDIS practice standards and relevant Commonwealth and State legislation, this privacy policy discusses how we collect information about you, how we store this information, and with whom we share this information.

For this policy, privacy encompasses the information we know about you and what we do with this information. This policy is relevant to all services provided by Access Plus. Except where otherwise stated, your information will not be shared with third parties and will only be made available to those who support in the provision of our services.

The information we collect

In the provision of services, Access Plus may collect some of the following information:

- Your name
 - Your address
 - Your contact information
 - Details about your elected representative
 - Your interests, likes, and preferences
 - Your health/disability information
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How we collect information

Information can be made available to Access Plus by yourself, your representative or support person, a family member, or by another member of your support team. When you contact Access Plus, we record this information in accordance with this privacy policy and this contact can be made in-person, by phone, through videocall, or by email or other written correspondence.

We will also ask you about any representatives you authorise to speak, act, or make decisions on your behalf, and we will also store their information or share relevant information with them in accordance with this policy. Relevant information for these representatives includes information about your NDIS plan, your upcoming or expected support schedule, or your contact or personal details.

We will only collect your information from representatives you consent to share such information and you can amend or withdraw this consent at any time. If you do not consent to your information being shared, this may impact on our delivery of services to you or your ability to discuss our services with your team.

How we share information

To ensure you can best utilise your NDIS plan, your services are of the highest quality, and our team know how to provide you with your services and supports, we may need to share information with others. These people can include:

- Access Plus Sign Guides/interpreters
- Our Customer Advisors
- Access Plus management
- Your plan manager/s
- Your family or authorised representative/s
- The government or NDIA

We will only share information with others if it helps us to provide you with better services or supports, if you or others are at risk of harm or danger, or if it is needed to satisfy obligations imposed by governing bodies.

How we store information

To minimise the risk of unauthorised use of your information, we store records, correspondence, and information on secure servers and in secure sites. Paper records are kept securely and made available only to those who require their use in the provision of quality services to you. Digital records are also kept secure and access is only granted to those who need such in the provision of quality services and support. Your digital information is also shared securely, where necessary, to ensure our staff remain informed about your needs and wants and to keep you informed about the delivery of our services to you.

Your information will only be shared with third parties with your prior consent, when mandated by law or contractual obligations, or to minimise risk or harm to yourself or others. For NDIS customers, consistent with the NDS Standards, Privacy and Dignity, all customers have the right to understand what information is being collected and for what purpose, and this right may be exercised at any time.

About our website and digital platforms

We may also learn or find your personal information through our website, social media, PRODA, or mail services. This information is stored and used in accordance with this policy. We also get information about how people use our website, including what pages people look at, what documents people look at online, what people search for online, and what devices people use online. We do not store, source, or solicit personal information from the people who use or look at our website and digital platforms.

You are always welcome to ask us about the information we have about you and may tell us to update, amend, or securely remove any of the information we have about you. We can also tell other service providers about changes to your personal information on your behalf.

If you would like to discuss any part of this policy or would like to clarify what it means for you, you can contact Access Plus through the channel of your preference.