

PRIVACY AND CONFIDENTIALITY POLICY



INTRODUCTION

Ensuring that privacy and confidentiality are protected is central to The Only Support Coordination.

The Australian Privacy Principles set minimum standards covering the legitimate use of personal information. The Only Support Coordination is committed to complying with those Principles.

DEFINITIONS

Confidentiality	Is the protection of personal information, and means keeping a someone's information between you and them, and not telling anyone else unless they have given you informed consent to do so.
Personal information	<p>Can include:</p> <ul style="list-style-type: none">• name, date and place of birth• race or ethnicity• financial/banking details• health/diagnostic information• employment details• photograph (including CCTV footage)• signature• uniquely identifying number – e.g. driver license number, tax file number, employee number• details of services requested or obtained• unique physical characteristics – e.g. tattoo, birthmark. <p>Personal information may reveal a person's identity even if their name is not mentioned. Other information may enable their identity to be deduced.</p>
Privacy	Under the Commonwealth Privacy Act, privacy relates to personal information. For The Only Support Coordination, privacy also relates to physical privacy, that is, having a private space for oneself, or to speak about service or other issues.

COLLECTION & USE OF YOUR INFORMATION

In brief, The Only Support Coordination only collects personal information, which is reasonably necessary for us to carry out our role:

- Which is necessary for the lawful provision of services to participants in accordance with The Only Support Coordination;
- Which is given voluntarily; and
- Which will be stored securely on The Only Support Coordination internal databases.

Examples of personal information that we may collect includes:

- Name, contact details date of birth and age
- Gender, details about participants' physical or mental health, including disabilities
- Information about participants' support requirements
- Details of guardians and nominees, including names, addresses and contact details
- Details of feedback or complaints about services provided by us
- Bank account details

When in possession or control of a record containing personal information, The Only Support Coordination will ensure that:

- The record is protected against loss, unauthorised access, modification or disclose, by such steps as it is reasonable in the circumstances to take;
- If it is necessary for that record to be given to a person in connection with the provision of a service to The Only Support Coordination, everything reasonable will be done to prevent unauthorised use or disclosure of that record.

The Only Support Coordination will not disclose such personal information to a third party:

- Without the individual's consent; or
- Unless that disclosure is required or authorised by or under law.

ACCESSING AND UPDATING INFORMATION

We aim to ensure that the information we hold about a person is accurate, up to date, complete and relevant before acting on it. If a person learns that personal information we hold about them is inaccurate, out-dated, incomplete, irrelevant or misleading, that person should contact us so that their information can be updated.

Where a person requests us to correct personal information we hold about them, we will action this request promptly. A person can also request that we notify that change to any other agencies or organisations that we have previously disclosed the personal information to.

If we do not agree to a request for access to personal information, we will take reasonable steps to give the person access to the information in an alternative form. We will also provide the person with a written notice setting out the reasons for refusal, and how they can lodge a complaint about the decision.

DISCLOSURE OF INFORMATION

If we need to disclose personal information outside The Only Support Coordination, we will de-identify the information prior to disclosure, wherever it is practicable to do so. We will not normally disclose a person's personal information to anyone outside except where we refer participants to external providers of in-kind supports under an approved NDIS plan; where that person consents; or where the disclosure is authorised or required under law.

Under no circumstances will The Only Support Coordination sell or receive payment for licensing or disclosing personal information about employees or members.

All employees and members of The Only Support Coordination have the right of access to all records containing personal information about them.

COMPLAINTS PROCESS

If you would like to leave feedback or a complaint about the service you have received from us, or if you think we have breached your privacy obligations, please contact us through our Feedback and complaints form or request a copy from ndissupport@theonlysc.com.au.

We will promptly investigate and resolve your complaint and respond to you as soon as possible. In all cases, we will inform you of the progress of your complaint.

If after receiving our response, you are unsatisfied with the resolution of the matter, you may contact the Office of the Australian Information Commissioner (OAIC), www.oaic.gov.au/privacy/privacy-complaints for information regarding how to make a complaint.

This statement has been prepared in accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Ch.).