

Privacy Policy – NDIS Provider (Australia)

Last updated: April 2026

1. Introduction

[Provider Name] (“we”, “us”, “our”) is committed to protecting the privacy and confidentiality of personal information in accordance with the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles (APPs), and obligations under the National Disability Insurance Scheme (NDIS).

This Privacy Policy explains how we collect, use, disclose, and store personal information relating to our participants, their families, carers, and other stakeholders.

2. What Personal Information We Collect

We may collect and hold the following types of personal information:

- **Identity and contact details** (e.g. name, address, phone number, email)
- **NDIS information** (e.g. NDIS number, plan details, funding information)
- **Health and disability information** (e.g. medical history, support needs, assessments)
- **Service delivery information** (e.g. support plans, progress notes, incident reports)
- **Financial information** (e.g. billing details, payment records)
- **Emergency contact and guardian details**
- **Feedback and complaints information**

We only collect information that is reasonably necessary to provide our services.

3. How We Collect Personal Information

We collect personal information in several ways, including:

- Directly from participants or their authorised representatives
- Through NDIS systems and portals
- From healthcare providers, support coordinators, or other service providers (with consent)
- Through forms, assessments, and service agreements

- Via our website, email, phone, or in-person interactions
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4. Why We Collect Personal Information

We collect, use, and hold personal information for purposes including:

- Delivering NDIS-funded supports and services
 - Managing and administering participant care
 - Communicating with participants, families, and stakeholders
 - Meeting legal and regulatory obligations
 - Managing incidents, complaints, and feedback
 - Improving our services and quality of care
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5. Disclosure of Personal Information

We may disclose personal information to:

- The National Disability Insurance Agency (NDIA)
- Healthcare professionals and allied service providers
- Support coordinators and plan managers
- Regulatory bodies and government agencies where required
- Contractors or service providers assisting in our operations
- Emergency services where necessary

We only disclose information where it is necessary, authorised, or required by law.

6. Consent

Where required, we obtain consent before collecting or sharing personal or sensitive information. Participants may withdraw consent at any time, subject to legal or contractual limitations.

7. Storage and Security

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure. These measures include:

- Secure digital systems and password protection
 - Restricted access to authorised personnel
 - Secure storage of physical records
 - Staff training on privacy and confidentiality
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8. Access and Correction

Individuals have the right to:

- Request access to their personal information
- Request correction of inaccurate or incomplete information

Requests can be made by contacting us using the details below. We will respond within a reasonable timeframe.

9. Complaints

If you believe your privacy has been breached, you may lodge a complaint with us. We will investigate and respond promptly.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

10. Website and Cookies

If applicable, our website may collect limited information through cookies and analytics tools to improve user experience. This information does not usually identify individuals.

11. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available upon request or on our website.

12. Contact Us

For questions, access requests, or complaints, please contact:

Daniel Mashford

Mashford Care

0424 234 426

mashfordcare@gmail.com

Acknowledgment

By engaging our services, you acknowledge that you have read and understood this Privacy Policy.

If you want, I can tailor this to your organisation's exact services (e.g., SIL, community participation, therapy supports) or align it with your registration audit requirements.