



PRIVACY POLICY

1. POLICY STATEMENT

- 1.1 101 Plan Management collects and stores a range of personal information about individuals, their families / carers / nominated representative, for the purpose of:
 - 1.1.1 undertaking management of National Disability Insurance Scheme (NDIS) Support Plans;
 - 1.1.2 providing assistance / advocacy as required in conjunction with an individual's goals and needs in accordance to the individuals National Disability Insurance Scheme (NDIS) Plan.
- 1.2 101 Plan Management is committed to protecting the privacy and confidentiality, and dignity, of individuals with a disability, their families / carers / nominated representative, and will adopt the:
 - 1.2.1 Objects of the *Privacy Act 1988*; and
 - 1.2.2 Guiding principles of the *National Disability Insurance Scheme Act 2013*; and
 - 1.2.3 *Information Sharing Guidelines 2008*.

2. PERSONAL INFORMATION

Personal information is any information about an individual or their family / carers / nominated representative that could reasonably be used to identify that individual, and may include, but is not limited to:

- 2.1 Names
- 2.2 Addresses
- 2.3 Contact numbers
- 2.4 Disabilities or other Medical conditions
- 2.5 Family or living arrangements
- 2.6 Education or employment
- 2.7 Service providers
- 2.8 Social activities
- 2.9 Photos, videos or audio recordings
- 2.10 Statements and opinions

3. COLLECTION, MANAGEMENT AND STORAGE OF PERSONAL INFORMATION

101 Plan Management will:

- 3.1 only collect information that is required and necessary for the purposes outline in clause 1.1;
- 3.2 inform individuals, or their parent / guardian / representative, whose personal information is being collected about why the information is being collected and how it is to be administered and protected;

- 3.3 only use and disclose personal information solely for the main purpose for which it was collected;
- 3.4 obtain consent from the individual, or their parent / guardian / representative, whose personal information is being collected before using or disclosing personal information for any other reason;
- 3.5 only disclose personal information without consent where required by relevant Australian law.
- 3.6 every reasonable effort will be made to ensure personal information collected about an individual is accurate, complete and relevant to its purpose.
- 3.7 ensure personal information will be secured against loss and unauthorised access, misuse and alteration.
- 3.8 ensure individuals, or their parent / guardian / nominated representative, whose personal information is being collected is aware of the content and purpose of this Privacy Policy;
- 3.9 make this document available to individuals, or their parent / guardian / nominated representative:
 - 3.9.1 at the commencement of services; and
 - 3.9.2 during the course of services as requested.

4. ACCESS TO PERSONAL INFORMATION

Individuals have the right to access, update and correct their personal information by submitting a written request to the Director of 101 Plan Management.

- 4.1 Should an individual be under the age of 18 years, the parent / guardian / nominated representative is responsible for making such a request.
- 4.2 Should an individual be over the age of 18 years but under a guardianship order, the guardian or nominated representative is responsible for making such a request.

5. RESPONSIBILITY

The Director of 101 Plan Management is responsible for this policy and any changes in relevant legislation, as they are identified, and are to be incorporated into reviews of this policy.