



Shoalhaven Plan
Management

Privacy Policy and Procedures

Contents

| | | |
|-----|--|---|
| 1. | About Shoalhaven Plan Management Pty Ltd | 1 |
| 2. | Policy and Procedures Purpose | 1 |
| 3. | Scope..... | 1 |
| 4. | Definitions..... | 1 |
| 5. | Aims of the Policy and Procedures..... | 2 |
| 6. | Reference | 2 |
| 7. | Privacy Information | 2 |
| 8. | Sensitive Information..... | 2 |
| 9. | Third Parties | 2 |
| 10. | Disclosure of Personal Information..... | 3 |
| 11. | Security of Personal Information..... | 3 |
| 12. | Access to your Personal Information..... | 3 |
| 13. | Maintaining the Quality of your Personal Information | 3 |
| 14. | Effectiveness and Review..... | 3 |

Approved by the Director of Shoalhaven Plan Management Pty Ltd on 29 January 2020

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1. About Shoalhaven Plan Management Pty Ltd

Shoalhaven Plan Management Pty Ltd is a registered Provider under the National Disability Insurance Scheme (NDIS) that operates from the Shoalhaven area but is available for all NDIS Participants and NDIS Providers throughout Australia.

The NDIS Commission advises that the NDIS is the new way of providing support to Australians with disability, their families and carers. It provides all Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need to enjoy an ordinary life. It helps people with disability achieve their goals, including independence, community involvement, education, employment and health and wellbeing.

The NDIS provides people with individualised funding for support and the flexibility to manage their supports to help them achieve their goals and enjoy an ordinary life.

Our service comes with 15 years' experience supporting people with a disability in the Shoalhaven area and a sound knowledge of the NDIS. We offer:

- fast claiming and payment of invoices;
- face-to-face meetings, if requested,
- monthly statements to help you best manage your funds;
- a responsive, professional and reliable service; and
- as a small Provider, a more personal service.

Our team is here to help you manage that funding. We are here to take the hassle out of managing invoices and budgets. We are committed to ensuring that our service is always helpful, friendly, professional and efficient. Importantly, we are here to take the stress out of the system for you.

2. Policy and Procedures Purpose

Shoalhaven Plan Management Pty Ltd is committed to providing quality services to its NDIS Participants. This policy and associated set of procedures outlines Shoalhaven Plan Management Pty Ltd's ongoing obligations to all Participants in respect of how we manage their Personal Information.

3. Scope

This Policy applies to all Shoalhaven Plan Management Pty Ltd employees and Participants.

4. Definitions

Participant: A Participant is a person receiving goods and/or services from Shoalhaven Plan Management Pty Ltd.

Employee: An employee is a person who is hired to provide services in exchange for compensation (pay) (Australian Taxation Office, 2012). An employee is a paid member of staff – this can be on a full-time, part-time, fixed term or casual basis. This includes contractors providing services to Shoalhaven Plan Management Pty Ltd for a set time or specific task and those engaged in the performance of duties for Shoalhaven Plan Management Pty Ltd from a labour hire agency.

5. Aims of the Policy and Procedures

Shoalhaven Plan Management Pty Ltd's Privacy Policy & Procedures ensures that Shoalhaven Plan Management Pty Ltd has an effective, efficient and lawful approach in collecting, using, disclosing, storing, securing and disposing of your Personal Information.

6. Reference

Shoalhaven Plan Management Pty Ltd has adopted the Australian Privacy Principles ("APPs") contained in the [Privacy Act 1988 \(Cth\)](#) ("the Privacy Act"). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

7. Privacy Information

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website <https://shoalhavenplanmanagement.com.au>, from media and publications, from other publicly available sources, and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our Participants and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

8. Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained;
- for a secondary purpose that is directly related to the primary purpose; and
- with your consent; or where required or authorised by law.

9. Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third

parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

10. Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.

11. Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in Participant files which will be kept by us for a minimum of seven (7) years.

12. Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing:

by mail: Shoalhaven Plan Management Pty Ltd
PO Box 176,
Vincentia NSW 2540

by email: karen@shoalhavenplanmanagement.com.au

Shoalhaven Plan Management Pty Ltd will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

13. Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

14. Effectiveness and Review

The Director will review this Policy and Procedures document each 36 months on the anniversary of its approval.