



Privacy Policy

Last Updated:

Southern Support Services (ABN: 39 511 533 420) is committed to protecting the privacy and confidentiality of our NDIS participants. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information in accordance with the *Privacy Act 1988* (Cth), the Australian Privacy Principles (APPs), and the NDIS Practice Standards.

1. Our Commitment

Respecting your privacy and upholding your right to choice and control is central to the supports we deliver. Under the NDIS Code of Conduct, we are obligated to respect your rights, decisions, and privacy. This policy outlines how we meet these obligations.

2. What Information We Collect

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

- **Identity Information:** Name, date of birth, NDIS participant number, and contact details (address, phone, email).
- **Health & Support Information:** Information about your disability, support needs, health status, and goals to deliver tailored, individualised supports.
- **Financial Information:** Plan management details, budget information, and billing data necessary for claiming supports.
- **Consent Authorisations:** Records of consent provided for sharing information with the NDIA or other parties.

3. How We Collect Your Information

We collect information directly from you or your authorised representative. We also collect information via our secure platforms (e.g., Plan Tracker and Shift Care) which manage invoices, participant data, and plan spending.

4. How We Use Your Information

Your information is used to:

- Provide safe, quality, and individualised support services.
- Manage and claim payments under your NDIS plan.
- Communicate with you and your support network (subject to your consent).
- Comply with legal and regulatory obligations, including verifying provider identity through systems like myID to protect participant privacy and safety.
- Improve our services and manage internal operations.

5. When We Disclose Your Information

We do not sell or trade your personal information. We may disclose information:

- **With Your Consent:** To support coordinators, the NDIA, or other parties you have nominated. Under the NDIS, consent is a formal agreement that allows us to share your information, and you may withdraw this consent at any time .
- **For Payment:** To the NDIA or Plan Managers for claiming service fees.
- **Legal Obligations:** To the NDIS Quality and Safeguards Commission or law enforcement if required by law or to prevent harm.

6. Data Security and Storage

We take reasonable steps to protect your information from misuse, interference, loss, and unauthorised access or disclosure. We implement physical, administrative, and technical safeguards, including secure systems for storing participant data . All providers are required to undergo identity verification to ensure participants trust that their details remain private .

7. Access and Correction

You have the right to request access to the personal information we hold about you and to ask for corrections if it is inaccurate or out-of-date. Please contact us to make a request.

8. Changes to This Policy

We may update this policy from time to time. The latest version will be available on our website.

9. Contact Us

For privacy inquiries or complaints, please contact:

Jason McGrath

0419 872 376

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