Reach Ability Support
NDIS Disability Support Services

Privacy Statement

Our Commitment to Privacy

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). We have implemented policies and procedures to ensure that:

- Personal information is handled in an open and transparent way
- The privacy of participants, staff, and volunteers is protected
- Information is collected, stored, and used lawfully and fairly
- Disclosure only occurs for permitted purposes
- Access to personal information is controlled and appropriately managed
- Information is kept confidential and secure

What Personal Information We Collect

We collect personal information necessary to provide care and support services. This may include:

- Name, address, phone number, and email address
- Date of birth and gender
- Details of your nominated advocate or emergency contact
- Health and medical information
- Diversity status (e.g., ethnicity, cultural background, lifestyle preferences)
- Information related to the support services we deliver

How We Collect Personal Information

We aim to collect personal information directly from you. However, we may also collect it from:

- Family members or significant others
- Your nominated advocate
- Healthcare providers or other relevant services

We only collect personal information from others when:

- You have given consent
- We are authorised or required by law
- It is unreasonable or impractical to obtain the information directly from you

You can withdraw your consent at any time, although this may affect our ability to provide certain services.

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Why We Collect Personal Information

We collect personal information to:

- Provide high-quality support services
- Assist medical practitioners and other service providers in coordinating care
- Meet our obligations under the NDIS and other legal frameworks

Disclosure of Personal Information

We may share your personal and health information with:

- Medical professionals and service providers directly involved in your care
- Emergency services (e.g., ambulance, hospitals)
- NDIS and other government or regulatory bodies
- Your nominated advocate, guardian, or emergency contact

We will not disclose your personal information for other purposes unless:

- You have provided consent
- It is directly related to the provision of services and you would reasonably expect it
- It is required to prevent serious threats to life, health, or safety
- It is required or authorised by law

We do not disclose personal information to overseas recipients.

How We Protect Your Information

We take all reasonable steps to protect your information from loss, misuse, unauthorised access, or disclosure. Personal information is stored securely in both hard copy and electronic formats, including secure, cloud-based systems accessible only by authorised personnel.

Accessing or Updating Your Information

You have the right to access or request corrections to the personal information we hold about you. To make a request:

- Contact us directly
- Provide proof of identity
- We aim to respond within 7 business days

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Employee and Volunteer Records

Employees: Records are managed in line with employment law. Privacy protections apply when information is used beyond the employment relationship.

Volunteers: Records are handled in accordance with the Privacy Act 1988.

Privacy Data Breaches

If a data breach occurs involving your personal information, we will act promptly in line with our Data Breach Response Policy, including notification where required under the Notifiable Data Breaches (NDB) scheme.

Privacy Complaints

If you have a concern or complaint about how your personal information has been handled, you can lodge a complaint through our internal complaints process. We ensure complaints are:

- Treated seriously and confidentially
- Handled promptly and fairly
- Not detrimental to your ongoing services

Contact Us

If you have any questions or concerns about this Privacy Statement or how we handle your personal information, please contact:

Reach Ability Support

Email: info@reachabilitysupport.com

Phone: 0423 118 907

Postal: PO Box 2094, Sunnybank Hills QLD 4109