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Privacy, your private information and ASISI

Introduction

The intention of this document is to inform you of the type of information that will be collected in order to provide you with a service, how the information is collected and how it will be stored. Also the circumstances under which your information may be shared, why it would be shared and when this may not be without your consent or knowledge.

ASISI respects and acknowledges that your information belongs to you, it is highly personal and needs to be protected. To this end ASISI is committed to safeguarding any information that may be provided.

All personal information provided is protected under the Privacy Act 1988. ASISI's privacy policy is compliant with the NDIA Privacy Policy and also aligns with the Australian Privacy Principles. As a registered provider with the NDIA ASISI is required to meet the Auditing requirements of the NDIS Quality and Safeguards Commission.

When entering into any agreement with ASISI you will be asked to sign a consent form outlining who you agree to ASISI sharing information with. This form will be reviewed annually in line with your service agreement, but can also be amended at any time by phoning, smsing or emailing Amanda.

WHY?

It is essential for the provision of Coordination of Supports that information is collected about you to enable us to support you, to understand the scope of your support needs and to be able to support you with warm referral to Service Providers and ensure the service provision is meeting your needs. All service providers registered with the NDIA are required to record the time they work with you and an overview of supports provided. There is also a further reporting provision for accountability where providers need to demonstrate how the support has assisted you to meet or work towards the goals set out in your Support Plan.

Who can see your information?

ASISI uses a record keeping program called Comm.Care this is an online data management system registered under the NDIS. This system allows for ASISI to record your information and access your information in real time but also to share the information with support people of your choosing, eg. Family, Carers or Service Providers how much or how little information is shared is a decision for you and your Coordinator of Supports.

How is your information stored?

The majority of information will be stored electronically in your comm.care circle of information. A small amount of information will be kept as hard copy files in a secure filing cabinet at ASISI Head Office. The office is only open when ASISI proprietor is in attendance. Your files are locked away unless in use. In line with legislation your information will be kept on file for a period of 7 years from the date you cease support with ASISI. This is in line with NSW Government State Records Legislation and the NDIS Quality and Safeguards Commission's rules.

If you are not happy with any of ASISI's services including Privacy:

ASISI values your feedback we want to know if you are unhappy with our services. To this end a Compliments, Complaints Form has been included in your Sign up pack. The Complaints policy and a copy of the form is also available on the ASISI website <https://www.asisi.com.au> downloads page.

If you are not comfortable to make a complaint to ASISI or you do not feel that your complaint has been dealt with adequately you can contact the NDIS Quality and Safeguards Commission on 1800 035 544 or lodge a complaint on there website at <https://www.ndiscommission.gov.au/>.