Privacy Policy

Flexible Supportive Plan Management (FS Plan Management)
Last updated: 12 November 2026

At FS Plan Management, we respect your privacy and understand the importance of keeping your personal information safe. We are committed to handling information responsibly, securely and transparently.

We manage personal information in accordance with the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles where applicable, and relevant National Disability Insurance Scheme (NDIS) requirements.

What information do we collect?

To provide NDIS plan management services, we may collect:

- Your name, contact details and NDIS participant number.
- NDIS plan information, including funding, budgets and plan dates.
- Details of nominees, guardians and other authorised representatives.
- Information about your support providers and support coordinators.
- Invoices, payment details, transaction records and correspondence.
- Your preferences for invoice approvals and communication.
- Relevant disability or health-related information where necessary to provide our services.

We only collect information that is reasonably necessary for our services or otherwise permitted or required by law.

How do we use your information?

We use your information to:

- Provide NDIS plan management services.
- Review, process and pay invoices for eligible NDIS supports.
- Monitor your NDIS budgets and provide statements.
- Communicate with you, your representatives and support providers.
- Verify claims and meet NDIA reporting requirements.
- Respond to questions, concerns and complaints.
- Meet our legal, regulatory and recordkeeping obligations.

We do not sell your personal information.

When do we share information?

We may share relevant information with:

- You and your authorised nominee, guardian or representative.
- Your support coordinator and service providers, where authorised.
- The National Disability Insurance Agency (NDIA).
- The NDIS Quality and Safeguards Commission.
- Other authorised organisations or regulators where required or permitted by law.
- Trusted service providers who assist us in securely operating our business systems.

We respect your consent and information-sharing preferences. We only share information where appropriate consent or another lawful authority exists.

In some circumstances, information may need to be shared without consent where the law requires or permits this, including certain safeguarding, compliance or fraud-related matters.

How do we protect your information?

We use secure business systems and reasonable safeguards to protect your personal information from misuse, loss, unauthorised access or disclosure.

Our systems include:

- **Caresquare:** Used for NDIS plan management, participant records, invoice processing, budget management and approval records.
- **Microsoft 365 and OneDrive:** Used for business email, communication, secure document storage and administration.
- **Official NDIA and NDIS portals:** Used for authorised plan management, claims and funding administration.

Our business systems use Australian data-hosting arrangements. Microsoft 365 information, including Outlook and OneDrive, is hosted in Australia under our configured data residency arrangements, and Caresquare identifies Australian hosting infrastructure.

We use security measures including authorised account access, appropriate permissions and multi-factor authentication where supported.

Where relevant, information may be processed or accessed outside Australia through service-provider arrangements. Any overseas disclosure is managed in accordance with applicable privacy requirements.

Your choices and consent

You have a right to understand how your information is handled. Where applicable, you may:

- Ask what information we hold about you.
- Request access to your personal information.
- Ask us to correct information that is inaccurate or outdated.
- Discuss or update your information-sharing preferences.
- Raise a concern about how your information has been handled.

We will respond to access and correction requests in accordance with applicable privacy law.

You may also contact us if you would prefer to discuss your privacy needs by phone or email.

How long do we keep your information?

We retain personal information and business records for as long as required for NDIS administration, legal obligations, financial recordkeeping and other legitimate purposes.

When information is no longer required and can lawfully be disposed of, we take reasonable steps to securely destroy or de-identify it.

Privacy concerns or complaints

If you have any questions about your privacy or believe your information has not been handled appropriately, please contact us.

We will take your concerns seriously, review the circumstances and respond as promptly as reasonably possible.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.

You may also contact the **NDIS Quality and Safeguards Commission** where your concern relates to NDIS provider obligations, at www.ndiscommission.gov.au.

Contact us

Flexible Supportive Plan Management
NDIS Provider Registration Number: 4050102046
ABN: 25 226 391 189
Email: admin@fsplanmanagement.com

If you would like more information about how we handle personal information, please get in touch.

Changes to this policy

We may update this Privacy Policy when our services, systems or legal requirements change. The latest version will be made available on our website.