

Client Information Brochure

Management of your Personal Information

Consent to Access Information / How We Deal with Your Personal Information:

Quality Living and Support Services respects your decision-making rights.

You can access or correct your personal information and withdraw or amend your consent at any time.

Quality Living and Support Services needs to have access to your information on the NDIS portal, a copy of your NDIS plan, or the part of the plan that refers to the support you are seeking from us.

This is in order for us to provide supports and services to you and to be paid for providing these supports and services to you.

Sometimes your NDIA Plan may be completed by an agency contracted or partnered with the National Disability Insurance Agency (NDIS), such as FEROS Care. They have a legal obligation and contract with the NDIA to provide Planning services to you just like the NDIA would, but they are not employees of the NDIA.

As a result of this contract both yourself and Quality Living and Support Services can provide information to these Planners to create, update or review your NDIS Plan and can be assured they will handle your information just like the NDIA.

How we Store, Share and Dispose of your Information Storage:

Quality Living and Support Services captures and stores client information across a variety of formats including written, electronic and audio/visual. You are entitled to access and correct your stored information or withdraw your consent to its storage at any time. We use, store and dispose of your private information in accordance with Australian Law (*Australian Privacy Principles 2012, and the Privacy Amendment – Enhancing Privacy Protection Act 2012*).

Client related information will only be shared with the family members you say it can be shared with, as per page 2 of your client personal profile, support workers so they can support you the way you want and other Service Providers you have chosen to work with, where appropriate and with your consent.

In some circumstances Quality Living and Support Services is obliged to share client information with government agencies who have the legal authority to request that information. Both Quality Living and Support Services and those agencies are bound by privacy and confidentiality legislation when sharing and handling sensitive information.

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Disposal of your Personal and Private Information:

When you cease to become a customer of Quality Living and Support Services, we are required by law to keep some records about you for generally seven (7) years after you have ceased to become a customer. We will only keep the records we are required by law and other personal and private information about you will be disposed of using a commercial data destruction company.

The records we may keep about you are:

- Your Legal Name and Date of Birth
- The address of your Shared Independent Living house.
- Service Notes about the supports and services we provided you.
- Shared Independent Living Quoting tools.
- Details relating to payments we received from the NDIS for providing you services.

The Government Departments we are required to keep this information for are:

- The Australian Securities and Investments Commission
- The Fairwork Ombudsman; and
- The Australian Taxation Office

Photography, Audio and Visual:

Quality Living and Support Services have committed to generally not taking photos or video of our clients. The only exception to this is if **you ask us** to take a photo or video of a special occasion or at a special time during the delivery of our supports to you.

This will be taken on a photo or audio-visual recording device owned by Quality Living and Support Services and not a device personally owned by our employees. Any photos, video and audio will be provided to you as soon as practically possible after the event and then deleted from our device and anywhere they were stored (in our control) in order to get them to you, i.e. we may need to transfer the photo, audio, visual file from a portable device to a computer to store them on a USB drive to give to you.

Privacy:

Quality Living and Support Services understands that under the law, people have a right to privacy, dignity and confidentiality and Quality Living and Support Services complies with the requirements of the National Disability Insurance Scheme Act 2013, Australian Privacy Principles 2012, and the Privacy Amendment – Enhancing Privacy Protection Act 2012.

QLSS collects, uses, stores and disposes of your private information in accordance with the Australian Privacy Principles 2012 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Client Information Brochure

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Information Sharing:

Quality Living and Support Services will only share your personal, identifying information with a third party with your consent, or if required under the law through state or federal regulations.

In certain circumstances Quality Living and Support Services is obliged to share client related information with agencies who have the legal legislated authority to request this information. Both Quality Living and Support Services and those agencies are bound by the Australian Privacy Principles and the Privacy Amendment – Enhancing Privacy Protection Act 2012 when handling sensitive personal information.

Below are the key Federal Agencies who may request information in relation to NDIS funded clients:

- The NDIS Quality and Safeguards Commission
 - Detailed information may be shared with the NDIS Quality and Safeguards Commission regarding an allegation associated with the conduct of a staff member, carer or client towards another client, the use of Behaviour Support Plans that include Restrictive Practises as well as information relating to complaints; and
- The National Disability Insurance Agency (NDIA)
 - For people living in NDIS funded Shared Independent Living arrangements. The NDIA requires providers to share detailed client information which informs Shared Independent Living (SIL) Quotes. For example, Behaviour Support Plans and Health Care Plans. The NDIA may also request information from providers in relation to the delivery of client outcomes relevant to their funded NDIS Plan. Providers are also required to notify the NDIS of the death of an NDIS funded client.

During the course of receiving supports and services for us, when you ask us to help, assist you to engage with state or federal government run concession programs in order for you to obtain a benefit you are legally entitled to received. As a result, Quality Living and Support Services may help you (at your request) to complete a form to access these services, where you will be required to give some of your personal information to that government department or agency. On each occasion we will explain to you why this information is needed, or we will assist you to contact the provider of these concessions for you to speak with someone who can help you.

If you would like to speak further about how Quality Living and Support Services deals with your personal and private information, please email admin@qlss.com.au.

QLSS collects, uses, stores and disposes of your private information in accordance with the Australian Privacy Principles 2012 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.