



WESTERN COORDINATION PLUS

Privacy Statement

Western Coordination Plus (WCP) collects information from clients / NDIS participants, staff and external organisations when providing the following services:

- Support Connection / Support Coordination for NDIS Plan as funded in participants' NDIS plans.
- NDIS Plan Management

Western Coordination Plus (WCP) is bound to adhere to the following Federal and state legislation:

- Health Records Act 2001 (Vic)
- Privacy and Data Protection Act 2014 (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Privacy Act 1988 (cth)

While providing services to NDIS Participants and working with external service providers Western Coordination Plus collects personal and sensitive information. This information is stored securely, primarily electronically on USB flash drives / data storage devices, which are kept in locked filing cabinets at our premises.

Information collected by Western Coordination Plus will be used for the primary purpose intended. Your privacy is important to Western Coordination Plus and we are committed to protecting the information we collect, monitoring its use and maintaining its integrity. Where the intention includes confidentiality, the information will be retained as such, unless otherwise required by law. At times Western Coordination Plus is required to forward information to, or create reports for, other service providers or government departments (i.e. NDIA, NDIS Commission). Where information is required for statistical reporting purposes, all identifying details will be removed. Disclosure of such information is in accordance with our policies and limited to the intended purpose as agreed with Western Coordination Plus. Western Coordination Plus may disclose this information to third parties where there is a legal requirement to do so and to the Department of Human Services where there are concerns about the safety or wellbeing of a child or young person.

By law, you are entitled to access the personal information that Western Coordination Plus holds on you. You can request this by speaking with your worker or to the Director of Western Coordination Plus.