



RAINBOW INCLUSIONS

PRIVACY AND CONFIDENTIALITY

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1 PURPOSE

1.1 This is the privacy Policy of Rainbow Inclusions Brisbane. This document explains Rainbow Inclusions Brisbane policies for the collection, use, storage, and disclosure of personal information.

2 SCOPE

2.1 This policy applies to all personal information disclosed to or collected by Rainbow Inclusions Brisbane

3 POLICY STATEMENT

3.1 Privacy is acknowledged as a fundamental human right. In Australia, the privacy Act 1988 deals with your information privacy rights and how organisations and agencies must handle your personal information. Rainbow Inclusions Brisbane adheres to the requirements under the Privacy Act as identified in this policy. This is the privacy Policy of Rainbow Inclusions Brisbane

3.2 Rainbow Inclusions Brisbane provide support coordination and case management as a service that involves handling health information to assist people to navigate their services. This provision of service is a health service that holds health information covered by the privacy Act 1988.

3.3 Individuals have the right not to have personal information disclosed to others without informed consent.

3.4 Rainbow Inclusions Brisbane respects and protects the privacy of everyone that receives services from them or provides those support and services.

4 RESPONSIBILITIES

Compliance, monitoring and review

4.1 Directors are responsible for ensuring the policy:

- aligns with relevant legislation, government policy and/or business requirements/strategies/values
- is implemented and monitored (i.e. the policy is followed, reflects the changing policy environment, and emerging issues are identified), and
- is reviewed to evaluate its continuing effectiveness and relevance to current needs

4.2 All Rainbow Inclusions Staff will be introduced to all Rainbow Inclusions Brisbane Policies, Processes, Forms and Templates during the induction process in addition to ongoing training sessions and staff meetings.

5 PROCEDURES

5.1 What Personal Information is Collected

Some of the personal information we may collect where appropriate and relevant in connection to enhancing our services to you include:

- name, address and contact details (e.g. phone, email and fax)
- photographs, video recordings and audio recordings of you
- information about your personal circumstances (e.g. marital status, age, gender, occupation, accommodation and relevant information about your partner or children)
- information about your financial affairs (payment details, bank account details if required for reimbursement of procurement of services)
- information about your identity (e.g. connection to LGBTI community, date of birth, country of birth)
- information about assistance provided to you under the NDIS.

5.2 Why we Collect Personal Information

Rainbow Inclusions collects and uses personal information, including sensitive information, for the purposes of effectively delivering and coordinating services for participants. We are collecting your information for several reasons.

- To better understand your needs.
- To improve our services and products.
- To send you promotional emails containing the information we think you will find interesting.
- To contact you to fill out surveys and participate in other types of research.
- To customise our service according to your personal preferences.
- To provide case management services to our clients.
- To ensure your safety.
- To ensure you are meeting standards outlined by other providers (example, Centrelink, Housing, Youth Services etc.)

5.3 How we Collect Personal Information:

Personal information is collected through the following different methods: paper-based form, electronic forms (including online enquiries), face to face meetings, email communications, telephone communications, website and social media accounts.

An organisation or agency must only collect personal information in a lawful and fair way. If practical, they must collect the information from you personally and not from third parties. But there are situations where we might collect information about you from third parties. For example:

- where you would reasonably expect it or where you have consented to your personal information being shared

- a law enforcement agency may collect personal information about an individual who is under investigation without asking the individual directly because to do so may jeopardise the investigation.
- if a legal or official document mailed to an individual is returned to the sender, then the sender may need to get the individual's current contact details from another source.

5.4 Sharing of Personal Information:

Sharing of personal information is only with consent from the participant and to assist in the delivery of supports and services requested by the participant. The exception to this is in an instance where we are legally required to release personal information. Rainbow Inclusions may share your personal information if you are at possible risk to yourself or the community. Rainbow Inclusions may share your personal information if you have breached the agreements made with an alternative provider (example: youth housing.) Personal information may be shared if there are concerns related to safety of Rainbow Inclusions staff (example: drug use, domestic violence, violence.) Rainbow Inclusions reserve the right to share personal information if staff have concerns around the safety of other residential occupants (example: child protection, domestic violence, threats.) Information will only be shared if it impedes on Rainbow Inclusions staff fulfilling their support duties or safety.

5.5 Storage & Security of Personal Information:

Access to personal information is restricted to authorised personnel only. Rainbow Inclusions Brisbane holds personal information in a range of paper-based and electronic records for seven years. Storage of personal information (and the disposal of information when no longer required) is managed following the guidance and requirements of Australian Securities and Investment Commission (ASIC), The Fair Work Ombudsman (FWO) and the Australian Taxation Office. This ensures that we hold your personal information securely.

5.6 Website, Social Media & Electronic Communication:

Links to other websites –

Our websites and social media accounts may contain links that lead to other websites. If you click on these links Rainbow Inclusions Brisbane is not held responsible for your data and privacy protection. Visiting those websites is not governed by this privacy policy agreement. Make sure to read the privacy policy documentation of the website you go to from our website.

Cookies –

Cookies are files with small amount of data that is commonly used as an anonymous unique identifier. These are sent to your browser from the website that you visit and are stored on your computer's hard drive. - If you want to disable cookies, you can do it by accessing the settings of your internet browser. (Provide links for cookie settings for major internet browsers).

Electronic Communication –

There are inherent risks associated with the transmission of information over the Internet, including via email. You should be aware of this when sending personal information to us by email or by using our website. If this concerns you, you may prefer to use other methods of communication such as post or phone (although these methods have associated risks). Any personal information provided, including email addresses, will only be used or disclosed for the purpose for which it was provided.

5.7 Accessing your personal Information

To access any personal information that Rainbow Inclusions Brisbane has collected or used on your behalf to assist in the delivery and coordination of support services you can contact Operational Director, Allan Bell through the following methods and receive a copy of that information:

- Phone: 0401 395 660
- Email: rainbowinclusionsbrisbane@gmail.com
- Submit query: rainbowinclusionsbrisbane.com

5.8 Withdrawing or Changing Consent of Personal Information

At some point, you might wish to update or change the use and collection of your personal information. You can achieve this by notifying us by phone or email stating what changes you would like in how Rainbow Inclusions Brisbane uses and collects your personal information.

5.9 How to make a complaint

If you feel that Rainbow Inclusion Brisbane has breached their privacy obligations as stated in this policy below are some options to discuss and lodge your complaint

You can contact the Rainbow Inclusions Director Allan Bell on the below contact details:

- Phone: 0432145195
- Email: rainbowinclusionsbrisbane@gmail.com
- Submit query online rainbowinclusionsbrisbane.com

You can also contact the NDIS Quality and Safeguards Commission on the below contact details:

- Phoning: 1800 035 544 Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544
- Completing a complaint contact form online www.ndiscommission.gov.au/about/complaints

6 RELATED LEGISLATION AND DOCUMENTS

Commonwealth Privacy Act 1988 National Disability Insurance Scheme (Protection and Disclosure of Information)

Rules 2013 NDIS Code of Conduct – NDIS Quality & Safeguards Commission