

## PRIVACY AND CONFIDENTIALITY

### Introduction

At Atypical Solutions TM Pty Ltd, we are committed to protecting your privacy and maintaining the confidentiality of your personal information. This policy outlines how we collect, use, and protect your information in accordance with the Australian Privacy Principles (APP) and relevant privacy laws.

### Purpose

To ensure all personal and sensitive information is handled with respect, security, and transparency while delivering our farm-based disability support services and Auslan education programs.

### Scope - This policy applies to:

- All Atypical Solutions TM Pty Ltd staff and contractors
- Participants and their families/carers
- Volunteers and students
- Third-party service providers
- Visitors to our farm location

### Information We Collect:

#### Personal Information

- Contact details
- Emergency contact information
- NDIS plan details (where applicable)
- Support requirements
- Health information
- Cultural and linguistic background
- Communication preferences

#### Sensitive Information

- Health conditions and medical history
- Disability-related information
- Cultural or religious requirements
- Communication needs (including Auslan preferences)
- Behavioural support requirements

### How We Collect Information

- Directly from you or your authorised representative
- Through our intake and assessment processes
- Via support plan reviews
- Through program participation records
- Via feedback and communication with support staff

### Use of Your Information - We only use your information to:

- Provide appropriate support services
- Ensure your safety and wellbeing
- Plan and deliver our programs



- Communicate with you about our services
- Meet our legal obligations
- Improve our services

## **Information Storage and Security - We protect your information by:**

- Using secure electronic systems
- Maintaining physical security at our premises
- Restricting access to authorized personnel only
- Regular staff training on privacy requirements
- Secure disposal of outdated records

## **Sharing Your Information - We will only share your information:**

- With your explicit consent
- To protect your safety or wellbeing
  - When required by law
- With authorised support workers directly involved in your care

## **Your Rights - You have the right to:**

- Access your personal information
- Request corrections to your information
- Withdraw consent for information sharing
- Make a complaint about privacy breaches
- Request information in your preferred format (including Auslan)

## **Record Keeping**

- Records are maintained for 7 years
- Secure disposal methods are used
- Regular audits of information systems
- Documentation of all information access

## **Privacy Complaints - If you have concerns about your privacy:**

- Contact our Director directly
- Email: [admin@atypicalsolutions.com.au](mailto:admin@atypicalsolutions.com.au)
- Phone: 0480 484 213
- All complaints will be addressed within 5 business days

## **Policy Review**

This policy will be reviewed annually or when required to ensure it remains current with privacy laws and best practices.

## **Special Considerations**

- Interpretation available for privacy discussions
- Cultural safety in information handling
- Accessible formats available upon request
- Support persons welcome in privacy discussions

## **For Further Information Contact our Director at:**

Atypical Solutions TM Pty Ltd [tara@atypicalsolutions.com.au](mailto:tara@atypicalsolutions.com.au)