



Our privacy policy

Our Privacy Policy describes:

- The information we collect from you. This information is required by us to provide the supports you need
- How we collect the information from you
- How you can access the information we have about you on our system
- We only share information with your written consent

Collection of your personal information

We only use or disclose personal information for the purpose for which it was collected or for a secondary purpose if an exception applies. Exceptions might be times when you have given consent for a secondary use or disclosure. Another exception is where secondary use or disclosure is required by law.

Ability Action Australia may need to collect personal information from other people like doctors, plan managers and support coordinators. This will only be collected with your written consent.

Any personal information collected by Ability Action Australia is protected under the National Disability Insurance Scheme Act 2013 and the Privacy Act 1988.

You can ask to see what personal information Ability Action Australia holds about you at any time and you can ask for correction of that information if it is wrong.

Use and disclosure of your personal information

Ability Action Australia will use your personal information to:

- Provide the requested services and supports
- Assist you accessing additional support if appropriate

Storage of your personal information

Ability Action Australia stores personal information on a secure web-based case management platform. Your information can only be accessed by relevant authorised personnel. These people can only use this information for provision of services and supports to you.

As part of our commitment to you, and to always deliver high quality services, we provide you with:

- Clear information to help you make informed choices about the benefits and risks of your service options. The right for you to make informed decisions of your choosing is always respected
- A promise to make sure you have time to review the proposed services and Service Agreement, before committing to services. You can review this information at every stage throughout the service delivery process