Privacy Policy

Respecting your privacy. Protecting your information.

At Safe & Smart Care, we recognise that protecting personal information is fundamental to building trust and delivering professional disability support services.

Participants, families, employees and other stakeholders may share personal and sensitive information with us. We understand the responsibility that comes with receiving and managing that information.

We are committed to respecting your privacy and handling personal information carefully, transparently and in accordance with applicable Australian laws.

1. Our privacy commitment

Safe & Smart Care is committed to meeting its obligations under the Privacy Act 1988 (Cth), including the Australian Privacy Principles, where applicable.

We also recognise our obligations relating to confidentiality, privacy and participant rights under the NDIS Code of Conduct and relevant NDIS Practice Standards.

Our approach is guided by respect, accountability and the responsible management of information.

2. What information do we collect?

Depending on your relationship with us, we may collect:

- Names, addresses and contact details.
- Dates of birth and relevant identification information.
- NDIS participant details and relevant plan information.
- Information about disability, health and individual support requirements.
- Personal goals, preferences and communication needs.
- Emergency contacts and authorised representative details.
- Service agreements, schedules and support records.

- Billing, payment and administrative information.
- Feedback, complaints and incident information.
- Recruitment, employment, qualifications and worker screening information.
- Information provided through our website or during enquiries.

We aim to collect only information reasonably necessary for our services, operations and legal responsibilities.

Where required by law, we seek consent before collecting sensitive information.

3. How do we collect information?

We generally collect information directly from you when you:

- Contact us by telephone, email or website enquiry.
- Request information about our services.
- Apply to receive disability supports.
- Enter into a service agreement.
- Communicate with our employees.
- Provide feedback or raise a concern.
- Apply for employment or other opportunities.

Where appropriate and lawful, we may also receive information from authorised representatives, support coordinators, healthcare professionals, government agencies or other relevant parties.

Where required, we will obtain consent or otherwise ensure there is a lawful basis for collecting that information.

4. How do we use personal information?

We may use personal information to:

- Respond to enquiries and requests for services.

- Assess individual support needs and service suitability.
- Plan, coordinate and deliver agreed supports.
- Communicate with participants and authorised representatives.
- Maintain accurate service and participant records.
- Manage support worker arrangements and scheduling.
- Process invoices and administer service agreements.
- Identify and respond to risks, incidents and concerns.
- Meet applicable reporting and legal obligations.
- Manage recruitment and workforce responsibilities.
- Monitor and improve service quality.

We do not use personal information for unrelated purposes unless we have consent or another lawful basis.

5. When do we share information?

We may disclose relevant information to parties involved in the coordination, delivery or administration of services, where authorised or otherwise permitted by law.

This may include:

- Employees and authorised contractors.
- Support coordinators and plan managers.
- Healthcare professionals and other relevant service providers.
- Authorised family members, guardians or representatives.
- Government agencies and regulatory authorities.
- Professional advisers and technology service providers.

We take reasonable steps to limit disclosure to information that is relevant and appropriate for the particular purpose.

We do not sell personal information.

6. How do we protect personal information?

We take reasonable steps to protect information from misuse, loss, interference, unauthorised access, modification and disclosure.

These steps may include secure information management systems, access controls, staff confidentiality responsibilities and procedures for managing records and information security.

Access to personal information is managed according to legitimate operational needs.

Where a data breach occurs, we will assess and respond to it and notify affected individuals or relevant authorities where required by law.

7. Website use, cookies and analytics

When you visit our website, certain technical information may be collected, including browser information, device information and website usage data.

Our website may use cookies or analytics technologies to support functionality, understand visitor activity and improve the website experience.

Third-party services may also process information in accordance with their own privacy practices.

Further information about the particular cookies and tracking technologies used on our website will be made available where required.

8. Overseas disclosure and digital services

Some digital systems and third-party service providers may process or store information outside Australia.

Where personal information is disclosed to overseas recipients, we will manage the disclosure in accordance with applicable privacy requirements.

Where required, we will identify relevant overseas locations and provide additional information about how personal information is managed.

9. Accessing and correcting your information

You may request access to personal information we hold about you or ask us to correct information that is inaccurate, incomplete, outdated or misleading.

We will consider requests in accordance with applicable privacy legislation and any lawful restrictions.

To protect confidentiality, we may ask you to verify your identity before providing access or making changes.

10. Retention and disposal

We retain personal information for as long as reasonably necessary for the purposes for which it was collected and to meet applicable legal, contractual and regulatory obligations.

When information is no longer required, and we are not legally required to retain it, we will take reasonable steps to securely destroy or de-identify it.

11. Privacy concerns and complaints

If you have a question about how your information is handled, or believe your privacy has been compromised, you can contact Safe & Smart Care.

We will assess your concern and respond through our privacy and complaints management processes.

If you remain dissatisfied, you may be able to lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

Office of the Australian Information Commissioner

Website: www.oaic.gov.au

12. Automated decision-making

If Safe & Smart Care uses automated systems involving personal information to make decisions that may significantly affect individuals' rights or interests, we will provide information about those arrangements where required by applicable privacy law.

13. Contact us

For privacy questions, requests or concerns, please contact:

Safe & Smart Care

Phone: (08) 7200 0112

Email: info@safeandsmartcare.com.au

Postal address: [Insert confirmed business postal address]

14. Policy review and updates

We may update this Privacy Policy to reflect changes in our operations, systems, services or legal requirements.

The current version will be available on our website.

Our commitment

We recognise that personal information is entrusted to us for a reason. We are committed to respecting that trust through responsible information handling, clear communication and professional accountability.

Effective date: [Insert approved date]

Last reviewed: [Insert approved date]