

Privacy Statement



Respecting your privacy

Element Disability Services is committed to respecting your privacy, and we are required by law to protect any personal information we collect about you either as a participant or as a website visitor. We comply with all legislation relating to confidentiality and privacy, including the Health Services Act 1988, the Privacy Amendment Act 2012 and the Privacy & Data Protection Act 2014.

Collecting your information

To effectively provide you with information referrals and advice, we collect information such as:

- Your contact details
- information relating to your disability and/or life circumstances
- Support networks such as family & informal supports
- Your NDIS plan and your goals
- How you wish to pay for the service

We also collect information regarding any NDIS supports you currently have or wish to engage under your NDIS funding.

Personal information can be collected in various ways including if you enter details on our website, provide the information directly to us or provide us with feedback or form submissions.

Purpose of collecting & holding your information

The information you provide to us is gathered with the purpose of:

- Having a way of contacting you via various ways including phone, email, SMS and post
- Inform the support we provide as agreed in your Support Plan
- Provide you with relevant information, updates and our services
- Improve our business practices to better assist you
- Respond to feedback

You do not have to share everything with us, however our advice will be based on what we understand to be true about you and your circumstances.

Element Disability Services are legally obliged to keep your information confidential. We use your personal information only for the purpose intended. We cannot use or disclose your personal information unless we have your consent to do so. We do not make your personal information available to other people unless they need it to provide you with services and we do this only with your consent.

There may however be other times when the law dictates that we have to disclose your personal information. For example: we may have to provide personal information about you if there is a serious threat to someone's life, health, safety or welfare or if there is a serious threat to public health, safety or welfare.

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Keeping your information up to date

Each time we have an interaction with you we record this interaction for future reference. This ensures the information we hold about you is accurate, complete and up to date. We do not keep information longer than we need to.

Storing & protecting your information

Element Disability Services controls and monitors access to our record keeping and computer systems. Our records (physical and/or paper) are securely stored and can be accessed only by authorised personnel.

Accessing your information

When you request access to your information we ask you to contact us so we can discuss further. You may want to access your information for the following reasons:

- You want to have access to information we hold about you
- You believe information we hold about you is inaccurate and want to ask us to amend it
- You want to know more about the type of information we hold, why we hold it, and how we deal with it; or
- You have concerns that we may have infringed your rights to privacy.

Contact us

Element Disability Services

Ph: 0450 868 148

E: hello@elementdisability.com.au