



Privacy, Confidentiality, Consent Policy

ALL CHOICE DISABILITY SERVICES

ABN: 98 325 758 569

Catch phrase: "It's your choice with All Choice!"

Phone: 0412 693 759

Email: admin@allchoice.com.au

Website: www.allchoice.com.au

Operational + Postal address (WA): 3 Bronzewing Turn, Wandina WA 6530

NSW postal (occasional correspondence only): 106 Wingham Rd, Taree NSW 2430

Operating regions:

NSW: Taree / Mid Coast (established)

WA: Geraldton / Midwest (startup expansion)

Provider type:

All Choice Disability Services is an unregistered NDIS provider supporting self-managed and plan-managed participants. We operate in alignment with the NDIS Code of Conduct and relevant Australian, NSW and WA laws. We also adopt key elements of the NDIS Practice Standards as a best-practice quality and safeguards framework.



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DOCUMENT CONTROL

Document title: PRIVACY, CONFIDENTIALITY, CONSENT POLICY

Document ID: AC_POL_403

Version: 1.4

Effective date: 09/02/2026

Review due: 09/02/2027

Approved by: Owner/Director – Ramari Carter

Applies to: Employees, contractors, labour hire, volunteers, students, plan-managed/self-managed participants and their representatives

Confidentiality: External and Internal

Storage location: Staff personnel file, participant record, Connecteam, Xero (secure)

1. Purpose

To protect the privacy and confidentiality of participants, nominees/guardians, staff, contractors and other stakeholders, in accordance with:

- The NDIS Code of Conduct and Practice Standards
- Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs)
- NSW and WA privacy and health information laws
- Safeguarding and child protection requirements in NSW and WA
- Any higher standard where state differences apply

2. Scope

Applies to all All Choice personnel and any third parties who handle Personal Information on behalf of All Choice, including information stored or transmitted via Connecteam, email, paper records, and other approved systems, across NSW (Taree/Mid Coast) and WA (Geraldton/Midwest) operations.



3. Definitions

- Personal Information: information or opinion about an identified or identifiable individual.
- Sensitive Information: health information, care requirements, and other sensitive data.
- Data Controller/Processor: All Choice Disability Services and its designated staff.
- Breach: any unauthorized access, use, disclosure, loss, or alteration of Personal Information.
- Data Subject: participant, nominee/guardian, or staff member.

4. Information We Collect

- Participants: contact details, demographic data, health and support needs, consent records, plans, progress notes, schedules, incident/complaint information, photos/videos (where authorised), device/accounts access preferences.
- Nominees/Guardians: contact details, decision-making authority where applicable.
- Staff/Contractors: identity, role, qualifications, screening results, training records, timesheets, performance, incident reports.
- Operational data: system access logs, audit trails, incident and complaint data, reporting information.

5. How We Collect Information

- Directly from participants or authorised representatives (with consent where required).
- Via approved systems (Connecteam, approved email, secure forms).
- From third parties where necessary and with appropriate consent or legal obligation (e.g., medical professionals, statutory bodies).

6. How We Use Information

- To deliver safe, person-centred supports aligned with participant plans.
- To communicate about scheduling, changes, safety, and consent.
- To meet regulatory, funding, and quality standards (NDIS Practice Standards, state regulations).
- To investigate, manage, and resolve incidents, complaints, and safeguarding concerns.
- To support safeguarding, risk management, and staff fitness for duty.



7. Disclosure and Sharing of Information

- Within All Choice: accessed by staff who need it to perform their duties.
- With consent: shared with family/nominees or other providers as authorised.
- For safety or legal obligations: disclosed as required by law, to police or statutory bodies, or to prevent serious harm; disclosure limited to what is necessary.
- External reporting: to NDIS Commission, regulators, or law enforcement as required.

8. Storage and Security

- Data stored in approved systems (e.g., Connecteam) and secure physical/digital staff files.
- Access controls: principle of least privilege; strong authentication; role-based access.
- Device security: password protection, encryption where available, lock screens; avoid storing personal information on personal devices.
- Physical records: locked storage with restricted access.
- Regular backups and security monitoring; maintain access logs.

9. Data Retention and Disposal

- Retain Personal Information for as long as required by law, policy, or operational needs.
- Secure disposal: shredding of paper records; secure deletion of digital records.

10. Consent and Individual Rights

- Informed and voluntary consent is obtained for collection, use, and disclosure where required.
- Data subjects have the right to access, correct, and request deletion or restriction where legally applicable.
- Consent for photos/videos/recordings must be obtained and stored in approved systems.
- When a participant has a nominee/guardian, balance autonomy with the required involvement of the participant.



11. Privacy Breach Management

- Immediate containment: stop the breach, secure devices, and reset access where needed.
- Notify Compliance immediately (0412 693 759) and log breach in Connecteam.
- Notify affected individuals as required by law/policy.
- Investigate and implement corrective actions (training, process changes, system controls).
- Document breach outcomes and follow-up measures.

12. Roles and Responsibilities

- All Choice staff: protect privacy and confidentiality, use approved systems, and report privacy incidents.
- Compliance/Privacy Lead (designated): monitor privacy practices, coordinate breach response, oversee training, and respond to inquiries.
- Management: ensure policy alignment with state requirements, oversee updates, and allocate privacy training resources.

13. Training and Awareness

- Privacy and confidentiality training onboarding and ongoing refreshers.
- Training topics include data handling, access control, consent, breach response, and incident management.

14. Compliance and Governance

- Governing standards: NDIS Code of Conduct, APPs, NSW/WA privacy laws, safeguarding obligations.
- In case of state differences, apply the higher standard or most protective policy.

15. Monitoring, Audit, and Review

- Annual reviews or earlier if laws/regulations change.
- Policy updates communicated to staff; updated versions reflected in the AC-POL series.



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16. Documentation and Records

- All privacy-related documents, breach reports, and training records maintained in accordance with policy and legal requirements.

Appendix A: Quick Reference (Staff personnel)

- Privacy breach: Report to Compliance at 0412 693 759 and admin@allchoice.com.au; log in Connecteam.
- Do not share participant information in public channels or personal devices.
- Use only Connecteam and approved emails for participant information.

Appendix B: Confidentiality Agreement

- Staff must sign confidentiality agreements as part of onboarding; adherence persists during and after employment.