



INFORMATION & CONFIDENTIALITY POLICY

CoLab Disability Solutions understands its responsibility to ensure that the privacy and confidentiality of all people connected with our organisation including participants, employees, contractors and other providers/partners.

In dealing with personal information, we abide by the obligations imposed on us under federal law, including the Privacy Act 1988. This Act authorises our collection of personal information where it is required to facilitate our service delivery. We are also bound by confidentiality and secrecy provisions in the National Disability Insurance Scheme Act 2013 (Cth) (NDIS Act). These provisions limit how we collect and use personal information and when and to whom information can be disclosed.

What kinds of personal information does the CoLab Disability Solutions collect and hold?

CoLab Disability Solutions collects and holds information which is deemed reasonably necessary for us to provide residential care services to NDIS participants (participants). The kinds of information we collect and hold includes (but is not limited to) personal information about participants, employees, contractors and other providers/partners.

Examples of personal information that we may collect includes:

- Name, contact details date of birth and age
- Gender, details about participants' physical health and mental health, including disabilities
- Information about participants' support requirements
- Details of family, advocates and guardians including names, addresses and contact details
- NDIS participant number
- 'Health information' as defined under the Privacy Act, such as information about participants' health or disability
- Details of feedback or complaints about services provided by CoLab Disability Solutions
- Details of any incidents and/or reportable incidents related to the participant and/or employee
- Employee records including evidence of mandatory requirements

How will CoLab Disability Solutions collect and hold personal information?

CoLab Disability Solutions most often collects personal information from participants directly or from people who are authorised to represent them. Participants do not have to provide us with all information requested, however not providing requested information may result in:

- CoLab Disability Solutions may not be able to deliver all or any services requested by the participant
- Decisions may be delayed while we seek further information/clarification
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We sometimes collect personal information from a third party if you have consented, been told of this practice, or would reasonably expect us to collect the information in this way. For example, as part of the transition process we may seek information from a provider who has



previously provided a participant's support coordination. CoLab Disability Solutions may also collect personal information from the NDIS where this collection is authorized by law.

Federal law allows us to require the provision of information in certain circumstances. We do this in order to perform our functions.

CoLab Disability Solutions may contact participants by phone, for example, to facilitate their access to our services. Such information requests will only be made after we have explained the purpose for asking for this information and once we have the participant's consent to proceed.

Participant personal information may also be collected if and when participant communicates with us electronically, through the mail or in person. In some cases, we may record telephone interactions with participants.

How will CoLab Disability Solutions use and disclose personal information?

CoLab Disability Solutions collects, holds, uses and discloses personal information for the purpose of providing services, conducting our operations and complying with our legal obligations. For example, our development of a Participant Support Plan may involve conducting an assessment of a participant's disability in order to determine reasonable and necessary supports.

If we need to disclose personal information outside CoLab Disability Solutions, we will de-identify the information prior to disclosure, wherever it is practicable and legal to do so. We will not normally disclose a person's personal information to anyone outside of CoLab Disability Solutions except with participant consent; or where the disclosure is authorised or required under law.

Some examples of when we may disclose personal information include:

- In delivering CoLab Disability Solutions services (for example, establishing needs, training Support Coordinators and purposes related to improving our services);
- When required or authorised by law, including under the NDIS Act;
- For the prevention or lessening of a serious and imminent threat to a participant's life or health or a threat to public health or safety;
- If it is a necessary part of an internal investigation following a complaint

We will not sell or rent your information to anyone and will not transfer your information overseas unless you agree to this.

How long will CoLab Disability Solutions retain personal information?

CoLab Disability Solutions will retain records of participant personal information for a minimum of 5 years and a maximum of 7 years from termination of the Service Agreement unless specifically requested by the participant to destroy the records.

If you have any questions or concerns about our Information & Confidentiality Policy please contact us

Phone: 04 3001 5008 Email: feedback@colab-ds.com.au Website: www.colab-ds.com.au