



Plan Me

Privacy Policy

Contact us:

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Company Name: Improved Living Services Pty Ltd

ABN: 64 648 824 293

ACN: 648 824 293

Policy

Plan Me is committed to implementing a system to ensure each participant will receive quality services and supports that respect and protect their dignity and right to privacy. This Privacy Policy applies to all Plan Me service users, service providers, employees, contractors, and community partners.

Plan Me ensures:

- Consistent processes and practices are in place that respects and protect the personal privacy and dignity of each participant.
- Each participant is advised of confidentiality policies using the language, mode of communication and terms that the participant is most likely to understand.
- Each participant understands and agrees to what personal information will be collected and the reason, including recorded material in audio and/or visual format.

Procedure

At Plan Me, we will ensure each participant will receive quality services and supports that respect and protect their dignity and right to privacy by complying with the 'Privacy Act 1988' and the 'NDIS Quality and Safeguarding Framework' requirements and other legal obligations.

To ensure privacy for the Participant when discussing sensitive or personal matters, Plan Me will only collect personal information which is necessary for the provision of services and supports and given voluntarily to the Provider.

'Privacy & Confidentiality Policy' and 'Participant Consent Policy' have been documented in the 'Participant Handbook' and will be communicated with each participant at the initial assessment process.

Plan Me will make sure that each participant understands and acknowledges what type of personal information, including recorded material in audio and/or visual format, will be collected and for what reason.

All personal and confidential information will only be collected, used, retained and disclosed by obtaining the Participant's consent. Please refer to the 'Privacy & Confidentiality Policy' in this 'Participant Handbook'.

Plan Me will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives. Regular communications with participants have been planned and performed in a way that is identified during the initial assessment process and documented in the 'Participant Assessment & Support Plan'.

Participant's dignity and right to privacy is also referred to in the 'Service Agreement'.

A copy of the 'Service Agreement' and 'Participant Handbook' will be provided to each participant.

Employees and workers are trained and inducted regarding privacy and dignity policy. They have read, understood and acknowledged this policy as well as the organisational requirements outlined in the 'Worker Handbook' through the induction process.

Information required

To enable Plan Me to effectively function as a Plan Management provider, they may be obliged to collect and hold the following information from service providers, employees, contractors, and/or community partners.

- name, date of birth, address
- contact details and preferred mode of communication (e.g. phone, email and fax)
- information about your personal circumstances (e.g. marital status, gender, occupation, accommodation and relevant information about your partner or children)
- Financial details (e.g. payment details, bank account details and information about NDIS Plan budgets) Funds that need to be reimbursed to you will require Bank details.
- photographs, video recordings and audio recordings of you. We will always ask for consent when recording phone calls, as this is used for training purposes.
- information about current and/or past employment or employers
- Information about your racial or ethnic origin or cultural preferences.
- government identifiers (e.g. NDIS client number, ABN numbers or Tax File Numbers)
- information about assistance provided to you under the NDIS
- information about services you provide to NDIS participants
- your health (including information about your medical history and any disability or injury you may have)
- case notes relating to interactions with staff or other service providers; and information about the supports or services you receive, including supports or services you receive or have received under the NDIS and information about the people who provide those supports or services to you.

Plan Me will only collect information about the individual that is directly relevant to providing effective service delivery or relatable to a specific purpose that the individual would reasonably expect. Reliable on the information required to perform the specific function, Plan Me collects and holds personal information using the following methods:

- paper-based forms
- electronic forms (including online forms)
- face to face meetings
- telephone communications
- video communications
- email communications
- Plan Me website; and
- Plan Me social media pages.

Plan Me collects, stores, uses, and discloses your personal information for the following functions.

- managing and monitoring participant NDIS budgets and supports
- policy development, research, and evaluation
- business development
- reporting and compliance of governance and audit functions

- management of feedback and complaints
- management of correspondence with other service providers
- employment and personnel functions relating to staff and contractors; and
- advertising and promotional activities.

Plan Me will only collect, disclose, and use personal information relevant to the tasks pertaining to our role as Plan Managers and as the service agreement documents. All information disclosed to third parties will be done so in accordance with the Australian Privacy Principles and where possible all non-relevant information will be removed.

Plan Me will not release any information for the purpose of advertising and promotional activities or post any personal information on any social media platform without the prior written consent of the person (or their legal guardian – whichever is applicable) that the information relates to.

Security of Information

Plan Me use ‘cloud based’ information technology platforms and take all suitable security measures to protect the information stored on these platforms, such as password protection and multifactor authentication methods. Paper based personal information is filed in lockable filing cabinets.

Access to information

Individuals may request access to view the personal information that is held by Plan Me at any time, additionally they may seek the correction or removal of any information if it is believed to be inaccurate, out-of-date, incomplete, irrelevant, or misleading.

In the event a participant requests removal of information or exercises their right to refuse provision of requested information, Plan Me will provide an assessment of whether the delivery of services is still viable without this information.

Plan Me will not share any information to other service providers or support persons without prior consent from the participant (or their legal guardian – whichever is applicable). All consents to share information will be listed in the client profiles in Plan Me’s administration database.

Complaints / Feedback

You have the right to raise all your complaints or concerns in the unfortunate event of any incident occurring that did not meet your expectations of care. A formal investigation will commence once we receive a complaint or concern.

Each participant will be provided with information on incident management and investigation outcomes.

You may also complete our ‘Feedback and Complaints Management Form’ that has been provided in the ‘Welcome Pack’. Anonymous feedbacks/ complaints are accepted too. Please email detail of your feedback/ complaint anonymously, you may provide as much detail as you wish, and/ or you may use ‘Feedback and Complaints Management Form’ amended to your discretion for this purpose.

All suggestions and feedback are welcome to contribute to the governance of the Plan Me and have input into the development of our policies and processes relevant to the provision of services and supports and the protection of participant rights. Please feel free to contact us:

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Complaints can also be lodged with the Office of the Australian Information Commissioner (OAIC). The OAIC are independent and have the power to investigate complaints about a person's privacy information. See the [OAIC website](#) for information regarding how to do this.

Resource

- [National Disability Insurance Scheme Act 2013](#)
- [National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2018](#)
- [National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#)
- [Privacy Act 1988](#)
- [NDIS Quality and Safeguarding Framework](#)
- [Australian Privacy Principles](#)

Related Documents

- [PLAN-PH-001-Participant Handbook](#)
- [PLAN-WH-002-Worker Handbook](#)
- [PLAN-FORM-017-Service Agreement](#)
- [PLAN-FORM-023-Participant Assessment & Support Plan](#)