

# Policy Summary

## Privacy and Confidentiality



Assist Community Services is committed to safeguarding the confidentiality of personal or sensitive information collected in relation to our participants. Assist Community Services is also committed to protecting the privacy of its staff and other stakeholders.

### What does this mean for participants?

- Assist Community Services will ensure all aspects of our operations comply with the Australian Privacy Principles and the NDIS Practice Standards.
- Assist Community Services will only collect personal information when it is directly relevant and needed to provide support services to that person, or where we are required by regulation.
- Assist Community Services ensures we only use personal information for the purposes for which it was given to us, or for purposes that are directly related to one of our functions or operations.
- Assist Community Services does not give identifying information to other agencies, organisations or anyone else unless the participant or family/carer has consented, it is required by law, will prevent or lessen a serious and imminent threat to somebody's life or health or relates to a criminal issue.
- Assist Community Services takes all steps required to protect the personal information it holds against loss, unauthorised access, use, modification or disclosure and against other misuse.
- When no longer required all personal information held by Assist Community Services is destroyed in a secure manner.

More detailed information on our Privacy and Confidentiality Policy is available in our Policy and Procedures Manual.



Assist Community Services

20/184 Vickers Road North Condon Qld 4815  
Tel: 0448 885 165 | Email: [admin@assistcommunity.com.au](mailto:admin@assistcommunity.com.au)  
[www.assistcommunity.com.au](http://www.assistcommunity.com.au)  
SD\_WP\_2008\_Privacy and Confidentiality\_v1