



# Information Sharing and Storage Policy (Simple English)

## Purpose

This policy explains how we collect, use, store, and share information safely. It makes sure:

- Your personal information is protected.
  - Our services are safe and effective.
  - We follow the law and NDIS rules.
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## Who This Policy Covers

- All staff, contractors, and volunteers
  - Participants using our services
  - Families, carers, and anyone helping with support
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## Key Words

- **Personal Information** – Info about you, like your name, DOB, contact details, health info, or NDIS number.
- **Sensitive Information** – Private info such as health, disability, culture, religion, or sexual orientation.
- **Redacted Material** – Info that has been removed or hidden to protect privacy.
- **Access Request** – Asking to see your information.
- **Correction / Update** – Fixing or updating information to make it correct and complete.
- **Privacy Breach** – Info accessed, used, or shared without permission.
- **Participant / Decision-Maker** – The person receiving services or someone who can make decisions for them.
- **Information Sharing** – Giving info to authorised people for lawful and necessary purposes.

- **Confidentiality** – Keeping information safe and private.
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## **Policy Statement**

Soaring Sparrows is committed to:

- Protecting all participant and organisational information from misuse, loss, or unauthorised access.
  - Using secure digital and physical systems.
  - Collecting and sharing information only when needed and lawful.
  - Keeping information accurate, complete, and up to date, including updating info when participants tell us it has changed.
  - Making sure participants know how their information is used and can make complaints if privacy is breached.
  - Keeping and disposing of records securely according to NDIS and legal requirements (at least 7 years).
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## **Responsibilities**

### **Director / Privacy Officer**

- Make sure information is handled safely.
- Train staff on privacy and confidentiality.
- Respond to access requests and breaches.

### **Staff / Contractors**

- Use only secure company systems and devices.
- Get consent before sharing information, unless the law allows otherwise.
- Report any privacy breaches immediately.
- Follow offboarding procedures when leaving.

### **Participants / Decision-Makers**

- Give consent for sharing information where appropriate.
- Ask to see or correct information.
- Withdraw consent at any time (unless legally required).

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## **Procedures**

### **1. What Information We Collect**

- Personal details, contact info, emergency contacts
- NDIS plans, service agreements, case notes
- Health and support info, risk assessments
- Behaviour support plans (if applicable)
- Consent forms and communications

### **2. When We Collect Information**

- Intake and onboarding
- During service delivery
- After incidents or events
- When communicating with other providers or family

### **3. Why We Collect and Share**

- To identify participants
- To provide safe, person-centred support
- To meet NDIS and legal obligations
- To respond to risks or incidents
- To comply with lawful requests

### **4. Digital Storage**

- Secure systems with encryption, passwords, and two-factor authentication
- Only authorised devices used for work

### **5. Physical Records**

- Locked storage accessible only to authorised staff
- Digitised as soon as possible
- Shredded or securely destroyed when no longer needed

### **6. Sharing Information**

- Only with consent or when law requires

- Shared only with authorised people or agencies

## **7. Access and Corrections**

- Participants can request to see their info
- Can request corrections if info is inaccurate or incomplete
- Can make a complaint if privacy is breached
- Info provided in accessible formats if needed

## **8. Staff Leaving**

- Access revoked immediately
  - Devices and records returned
  - IT systems checked
  - Staff reminded of confidentiality obligations
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## **Record Disposal**

- Records kept for at least 7 years (or until a minor participant turns 25)
  - Securely shredded or deleted when no longer needed
  - Disposal documented and authorised
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## **Related Laws**

- NDIS Act 2013
  - NDIS Practice Standards 2018
  - Privacy Act 1988
  - Work Health & Safety Act 2012 (SA)
  - Children and Young People (Safety) Act 2017 (SA)
  - SA Information Sharing Guidelines
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## **Other Documents**

- Privacy and Confidentiality Policy
- Participant Rights and Responsibilities Policy

- Complaints and Feedback Policy
  - Risk Management Policy
  - NDIS Code of Conduct
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## **Review**

- Every year, or sooner if:
    - Laws or NDIS rules change
    - A privacy breach occurs
    - Feedback suggests improvements
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## **Contact – Privacy Officer/Director**

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