

NDIS Privacy and Confidentiality Policy

POLICY SHCHRTPOL007 | Rev 1.2

PURPOSE

The purpose of this policy is to ensure SNS Homecare's commitment to protecting the privacy and confidentiality of participants, employees and other stakeholders. The policy aims to ensure that it is in line with relevant legislation and quality standards.

POLICY STATEMENT

SNS Homecare is bound by Australian legislation that regulates how organisations may collect, use, disclose and store personal and sensitive information, and how individuals can access and correct personal and sensitive information held about them.

SNS Homecare manages personal information in accordance with relevant legislation and disposal guidelines. SNS Homecare collects and stores information so it can provide a safe working environment, high-quality services and meet legal requirements.

SNS Homecare will only request and retain information that is necessary to:

- employ persons for positions within the organisation;
- assess a potential client's eligibility for a service;
- provide a safe and responsive service;
- monitor the services received;
- fulfil our duty of care responsibilities;
- comply with relevant legislation; and
- fulfil contract requirements to provide non-identifying data and statistical information to a funding body.

Guiding principles of privacy and confidentiality policy **for information management and record-keeping** are as below:

- Personal information is collected with consent and used when needed to provide services and meet compliance requirements;
- Information is protected from misuse, loss and unauthorised access;
- Reasonable steps are taken to ensure information is complete, current and accurate; and
- Personal information is only ever released if required by law, agreed to through the informed consent of the individual or if a person requests to see their own personal file

SNS Homecare will never sell personal information or disclose information to other parties for any reason without permission. SNS Homecare is committed to ensuring that personal information of any type is:

- only collected when justified by the primary purpose for which it is being or has been collected;
- only used when its use is directly related to the primary purpose for which it was originally collected;
- stored securely in the locked cabinet or storage room;
- password-protected for access in our electronic IT system;

- regularly reviewed for its accuracy and relevance; and
- only accessed, and/or released to third parties when consistent with the primary purpose for its original collection.

Complaints about perceived or suspected breaches of privacy and confidentiality are dealt with using the Feedback and Complaints Policy and Procedure. Breaches of this policy will be treated as serious offences, thoroughly investigated, and may result in disciplinary action. SNS Homecare's Code of Conduct also outlines responsibilities relating to the treatment of confidential information, and the confidentiality rights of others.

The application of this Policy is by adherence to:

Related standards	National Standards for Disability Services
	National Disability Insurance Scheme (NDIS) Practice Standards NDIS Rules 2018
	ISO 9001:2015
	Communication Policy
	Privacy Act 1988
	Privacy Amendment (Private Sector) Act 2000
	Risk Management

Award (where Applicable)	N/A		
Application:	All employees (SNS Homecare)	Exceptions:	Nil
Issue:	For review every 1 year as a	Next Review Date:	30 Jan 2027

This policy is endorsed by Senior Management of the SNS Homecare Pty Ltd, and its effectiveness reviewed annually.



Karl Depiazzi
Co-CEO
30 Jan 2026



Andrew Fenech
Co-CEO
30 Jan 2026

REVISION HISTORY

Rev #	Date	Issue Details	Prepared by	Reviewed by
1.0	23/02/2024	Creation, review and approval	General Manager-Homecare	Catherine Fernandez
1.1	03/02/2025	Reviewed and no changes made	Josephine Calderon	Brianna O'Connor
1.2	30/01/2026	Reviewed and improved the Revision History table	Josephine Calderon	Brianna O'Connor