

Privacy and Confidentiality Policy

Effective Date
15/10/2026

Review Date
07/03/2027

Business
Elevate Disability
Support Services AU

Applies To
Participants, families,
workers and
contractors

Purpose:

To explain how Elevate Disability Support Services AU collects, uses, stores, shares, and protects participant, worker, and business information in a respectful, lawful, and secure manner.

1. What this policy covers

Privacy and confidentiality apply to all personal, health, service, incident, complaint, roster, financial, and worker-related information created, received, or stored by Elevate Disability Support Services AU.

- participant personal details, support information, goals, risks, and contact information
- worker files, qualifications, screening checks, and employment or contractor records
- service agreements, shift records, case notes, invoices, and reports
- incident, complaint, feedback, and safeguarding records
- digital communications including phone, email, text, cloud storage, and practice management systems

2. Collection and use of information

Elevate Disability Support Services AU will only collect information that is reasonably necessary to safely deliver supports, meet legal obligations, manage the service relationship, and operate the business properly.

- information must be collected openly and respectfully wherever practical
- participants should be told why information is being collected and how it will be used
- only the minimum necessary information should be requested and recorded
- information must not be used for personal curiosity, gossip, or any unrelated purpose

3. Confidentiality expectations

Everyone who works for or with Elevate must treat your information and Elevate's business information as confidential.

- Participant matters are not discussed in public places or around people who should not hear them

- Records are only accessed when needed for the role
- Paper files, phones and laptops are not left where others can view them
- Passwords, screenshots, photos or documents are not shared without approval
- Participant information is never posted on social media

4. Storage and security

Elevate Disability Support Services AU will use reasonable administrative, physical, and digital safeguards to protect information from loss, misuse, unauthorised access, alteration, or disclosure.

- paper records are to be stored securely when not in use
- digital records are to be stored in approved systems with password protection
- devices used for work must be kept secure and updated where possible
- access to records should be limited to those with a genuine work need
- records should be backed up or otherwise protected against accidental loss where practical

5. Sharing information

Information may only be shared where the participant has consented, where it is necessary for safe service delivery, or where disclosure is required or authorised by law.

- obtain and record consent before sharing information with family, advocates, other providers, or external professionals unless an exception applies
- share only the information that is relevant to the purpose
- mandatory reporting, police, courts, emergency services, insurers, or regulators may require disclosure in some situations
- if there is serious and immediate risk to a person, safety comes first and information may be shared to reduce that risk

6. Access, correction, and breaches

Participants may request access to their information and may ask for factual errors to be corrected. Suspected privacy breaches must be reported to Elevate Disability Support Services AU management immediately.

- accidental disclosure, lost devices, lost paperwork, wrong-recipient emails, and unauthorised access are all to be treated seriously
- where a breach occurs, Elevate Disability Support Services AU should assess impact, contain the issue, document actions taken, and consider whether notification is required
- workers who misuse confidential information may face disciplinary action or contract consequences

7. The law this policy sits under

Elevate Disability Support Services AU handles health information, so we treat ourselves as bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles, and we follow the

Notifiable Data Breaches scheme. Where a breach is likely to cause serious harm, we will notify the people affected and the Office of the Australian Information Commissioner as that scheme requires.

8. Where your information is stored

Your information is held in Elevate's approved systems. Access is limited to Elevate people who need it for your supports.

- on Elevate's work devices, which are password protected and kept up to date
- in Google's cloud services (Google Drive and Google Workspace), which Elevate uses for document storage, email, and backups

Google holds information across its own network of data centres, so some of your information is likely to be stored or processed outside Australia, including in the United States. We cannot narrow that to a single country, because that is not how the service works.

If you contact us through the enquiry form on our website, your message passes through Resend, an email delivery service, to reach us. Resend may store or process your details outside Australia, including in the United States.

Using an overseas provider does not change who is responsible. Elevate remains accountable for your information under the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Google holds it on our behalf as a storage and email provider and does not use it for its own purposes.

Any paper records are kept secure, are not left where other people can see them, and are returned to secure storage after each shift.

9. Access, complaints, and how to contact us

To see the information we hold about you, to correct it, or to raise a privacy concern, contact us on 0468 339 821 or admin@elevatesupport.au. Ask in whatever way is easiest, in writing or by phone. We will confirm we have received it and respond within 30 days.

If you are not satisfied with how we handle it, you can contact the Office of the Australian Information Commissioner on 1300 363 992 or at www.oaic.gov.au. You can involve an advocate or support person at any stage, and raising a concern will never affect your supports.

Related documents: Service Agreement, Intake Form, Shift Report, Incident Form, Complaints information.