

Privacy Statement

How Boutique Disability Services handles your personal information

Your privacy matters. This statement explains what information we collect, why we need it, how we protect and share it, and how you can access your information or raise a concern. It applies to participants, people enquiring about supports, and their families, representatives and other contacts.

Who we are

Boutique Disability Services Pty Ltd, ABN 85 668 318 652, provides disability supports. We handle personal and sensitive information in accordance with the Privacy Act 1988, the Australian Privacy Principles and applicable NDIS requirements. Our privacy contact is Martin Davies, Director of Finance and Compliance. His contact details are on the last page.

Information we collect and hold

We collect information reasonably necessary to respond to enquiries, assess and provide supports, operate our service and meet legal obligations. This may include your name, date of birth, contact details, NDIS number, plan and funding information; communication and accessibility needs; goals, preferences, culture and chosen supporters; and service agreements, rosters, support notes and financial or payment records.

Where relevant to your supports, we also collect sensitive information such as health conditions, disability, medication, mealtime needs, assessments and behaviour support information. Our records may include consent, risks, incidents, complaints and feedback. Photos, audio, video or location information are collected only where specifically justified and lawfully authorised. We explain the purpose and choices separately.

How we collect information

We usually collect information directly from you through enquiries, discussions, forms, assessments and support delivery. With consent or another lawful basis, we may receive information from your chosen supporters, health professionals, support coordinators, plan managers, other providers or relevant government agencies. We explain significant collections from other sources and handle unexpected information under our privacy obligations.

We generally seek your consent to collect sensitive information unless an applicable legal exception permits collection without it. We will explain what we need and why in a way you understand.

Your choices when providing information

You may make general enquiries anonymously or use another name where lawful and practicable. We will explain when we need to confirm your identity. You can decline optional information or uses. If information is necessary for safe support, funding or a legal requirement, we will explain the effect of not providing it and discuss alternatives. Refusing an optional photo or publicity use does not affect your supports.

Why we use information

We use information to assess needs and eligibility for our services; plan, roster, deliver and review supports; communicate with you and authorised people; coordinate relevant health and other services; manage funding, invoicing and accounts; respond to feedback and complaints; manage incidents, emergencies and safeguarding; train and supervise workers appropriately; and meet legal, audit and regulatory obligations. We limit use to the relevant lawful purpose.

Who may receive information

Workers receive only information needed for their role. Depending on your supports, we may share relevant information with your chosen and authorised supporters or representative, health practitioners, other support providers, support coordinators, plan managers, the NDIA, the NDIS Commission and other authorised bodies. We may also use contracted technology, records, accounting, legal, insurance or professional service providers where necessary and subject to appropriate privacy safeguards.

We share information with your consent or another lawful basis. For sensitive information, any permitted secondary purpose must meet the stricter legal requirements that apply to it. We may disclose information without consent where required or authorised by law, such as a mandatory report, a valid legal order or an applicable serious-threat exception. A request from family, police, a housing party or another provider is not by itself permission to release a whole file.

A family member, next of kin, advocate or NDIS nominee does not automatically have authority over all your information. We check consent and the scope of any legal appointment. We share only information appropriate to the purpose and protect other people's privacy.

Consent photos and privacy at home

Our Participant Information Consent Form records specific permissions and limits. You can change or withdraw consent through your preferred communication. Contact your Participant Experience Partner or our office. We will record the change and explain any effect on future sharing or supports. Withdrawal does not undo lawful past disclosures or remove legal record-keeping duties.

We seek separate permission for optional publicity, including social media, photos or recordings. Consent to support does not automatically permit marketing or surveillance. Any monitoring arrangement needs its own assessment and lawful permissions. We respect private conversations, personal care, bedrooms and belongings and protect each person's information in shared homes.

How we protect and retain information

We hold information in approved electronic systems, including Vertex 360 and Microsoft 365. We take reasonable technical and organisational steps to protect it, including access controls, secure accounts, worker confidentiality and training, and appropriate storage, backup and recovery arrangements. No system can guarantee absolute security.

We keep information for the period needed for its purpose and applicable legal requirements. Some incident and complaint records must be retained for at least seven years; other periods or legal holds may apply. We securely destroy or de-identify information when it is no longer needed and there is no requirement to retain it. If a breach occurs, we assess and respond promptly and notify affected people and regulators where required.

Accessing or correcting your information

You can ask to see your personal information or ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. Contact Martin or ask your Participant Experience Partner to help. We check identity and any representative's authority without asking for unnecessary information, and discuss a suitable format.

We aim to respond within 30 calendar days and sooner where practicable. There is no charge to make a request or to correct information. If a lawful, reasonable charge for providing access is proposed, we explain it before proceeding. Access may be limited by a lawful exception or another person's privacy; we consider partial access or another suitable way to provide it. If we refuse access or correction, we explain the reasons in writing unless unreasonable to do so and explain complaint options. You can ask us to attach a statement of disagreement if a correction is refused.

Questions or privacy complaints

You can raise a privacy concern with any worker or contact Martin directly. Tell us what happened and what outcome you would like. We can help you put it into words or use another communication method. We will acknowledge your complaint, assess it fairly, keep you informed and explain the outcome. We aim to respond within 30 calendar days and explain delays. You may use a chosen supporter or independent advocate. We will not retaliate against you for raising a concern.

If you are unhappy with our response, or have not received a response after a reasonable time, you can complain to the Office of the Australian Information Commissioner (OAIC): www.oaic.gov.au/privacy/privacy-complaints or 1300 363 992. The OAIC generally expects you to give us an opportunity to respond first, usually 30 days.

You can also contact the NDIS Quality and Safeguards Commission about the quality or safety of NDIS supports, including privacy concerns: 1800 035 544 or www.ndiscommission.gov.au/complaints/report. You do not have to complete Boutique's complaints process first.

Contact us or request an accessible copy

Privacy contact: Martin Davies, Director of Finance and Compliance
Email: martin@boutique-disability.com.au | Phone: 0437 800 662
Office: admin@boutique-disability.com.au | Phone: (08) 9548 7287

Suite 20, Offices 1 and 2, 397 Warnbro Sound Avenue, Port Kennedy WA 6172
Website: www.boutique-disability.com.au

Ask for a copy, our Easy Read privacy guide, large print, an interpreter or help from a chosen person.

We review this statement when our practices or requirements change.