

SwiftCAS Privacy and Information Management Policy

1. Purpose

Swift Community Access & Support (SwiftCAS) is committed to protecting the privacy and confidentiality of all personal and sensitive information collected during the provision of services. This policy outlines how we manage Participant data in compliance with the **Privacy Act 1988 (Cth)** and **NDIS Practice Standards**.

2. Scope

This policy applies to:

- All Participants and representatives
 - SwiftCAS staff, contractors, and third-party service providers
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3. What Information We Collect

SwiftCAS collects and stores personal and sensitive information including:

- Name, contact details, and emergency contacts
 - NDIS plan details and goals
 - Health information relevant to service provision
 - Notes, reports, and records of service delivery
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4. How Information Is Collected

We collect information through:

- Referral and intake forms
 - Phone, email, and face-to-face communication
 - Reports from allied health or other providers (with consent)
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5. Why We Collect This Information

Information is collected for the purpose of:

- Planning and delivering safe, high-quality supports

- Monitoring progress toward Participant goals
 - Meeting contractual and compliance obligations
 - Ensuring service records are accurate and up to date
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6. Storage and Security

All records are stored securely in electronic files that are:

- Password protected
- Protected by industry-standard firewall security
- Accessible only to authorised staff

Paper records, where used, are kept in locked storage.

7. Disclosure of Information

SwiftCAS will not disclose any personal or sensitive information without written consent unless:

- Required by law
 - Required in a medical emergency
 - Required for the protection of life, health, or safety
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8. Access and Correction

Participants may request access to their personal information at any time. SwiftCAS will:

- Provide access within 10 business days where appropriate
 - Correct any errors upon request
 - Provide support to understand and interpret the information
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9. Privacy Breaches

In the event of a privacy breach, SwiftCAS will:

- Notify the affected individual(s)

- Take immediate steps to mitigate further risk
 - Notify the Office of the Australian Information Commissioner (OAIC) where applicable
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10. Review

This policy is reviewed annually or following any privacy incident or change in legislation.