



Privacy Policy

1. Introduction

Two Sisters Support Services is committed to protecting your privacy and ensuring your personal information is handled safely, securely, and in accordance with the **NDIS Practice Standards** and **Australian Privacy Principles (APPs)**.

2. What Information We Collect

We may collect personal information such as:

- Name, contact details, and date of birth
- NDIS number and plan details
- Health and support needs information
- Emergency contact details
- Service agreements and records

3. How We Collect Information

We collect information through:

- Intake forms and service agreements
- Direct communication (phone, email, in person)
- Support delivery and documentation
- Third parties (with your consent), such as support coordinators

4. Why We Collect Information

We collect your information to:

- Provide safe and effective supports
- Meet NDIS requirements
- Communicate with you and your support network
- Manage billing and administration
- Improve our services

5. How We Protect Your Information

We take reasonable steps to protect your information, including:

- Secure storage systems
- Restricted staff access
- Confidentiality agreements

- Staff training in privacy and data protection

6. Sharing Your Information

We will only share your information:

- With your consent
- When required by law
- With relevant professionals involved in your support

7. Access and Correction

You have the right to:

- Access your personal information
- Request corrections if information is incorrect

Please contact us to make a request.

8. Complaints

If you have concerns about your privacy, you can contact us.

If you are not satisfied, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

9. Contact Us

Two Sisters Support Services

Phone: Jo 0410 766 709 or Lisa 0481 277 082

Email: admin@twosisterssupportservices.com.au