



## Privacy Policy

*i'ara Specialist Support Coordination*

i'ara Specialist Support Coordination is committed to protecting your privacy. This policy explains what personal information we collect, why we collect it, how we use and protect it, and what rights you have.

### What Information We Collect

We collect personal and health information needed to provide your supports, including:

- Your name, contact details, date of birth and NDIS number.
- Information about your disability, health, goals and support needs.
- Details of your NDIS Plan, funding and the supports you receive.
- Information you share with us during your support coordination, including case notes and correspondence with your consent.

### How We Collect and Hold Your Information

We collect information directly from you, or from your family, advocate or nominee with your consent. We may also receive information from the NDIA, your Plan Manager, or other providers involved in your care, where you have consented to this.

Your information is stored securely in our client record system (CRM), with access limited to staff directly involved in your support. We do not store your information on personal devices or unauthorised systems.

### Why We Use Your Information

We use your information to:

- Provide and coordinate the supports set out in your Service Agreement.
- Communicate with you, your family, advocate or nominee about your supports.
- Meet our legal and regulatory obligations, including reporting to the NDIA and the NDIS Quality and Safeguards Commission where required.
- Improve the quality and safety of our services.

We will not use or share your information for any other purpose without your consent, unless required or authorised by law.

### Sharing Your Information

We only share your information with other people or organisations (such as other providers, family members or advocates) with your consent. You can tell us at any time if there is anyone you do not want us to share your information with, and we will record and apply this.

We do not disclose your personal information to recipients located overseas. If this changes, we will update this policy.

## **Accessing and Correcting Your Information**

You have the right to ask for access to the personal information we hold about you, and to ask us to correct it if it is wrong, incomplete or out of date. To make a request, contact your Support Coordinator or email [hello@iarasupport.com.au](mailto:hello@iarasupport.com.au). We will respond within a reasonable timeframe.

## **Making a Privacy Complaint**

If you believe we have mishandled your personal information, you can make a complaint by contacting us at [hello@iarasupport.com.au](mailto:hello@iarasupport.com.au) or through the details on our Feedback and Complaints page. We will investigate and respond to your complaint. If you are not satisfied with our response, you can also contact the Office of the Australian Information Commissioner (OAIC) at [oaic.gov.au](http://oaic.gov.au), or the NDIS Quality and Safeguards Commission on 1800 035 544.

## **Keeping Your Records**

We keep your records securely, including after your supports with us end, to preserve the accuracy and continuity of your file. We take reasonable steps to protect your information from misuse, loss, or unauthorised access.

*i'ara Specialist Support Coordination, Iara Support Services Pty Ltd (ABN 83 603 688 348), NDIS Registration 4050078987.  
Last updated July 2026*