



PRIVACY STATEMENT

How Makodah Care handles your personal information

Document no. MC-P003-G01 Version 1.0 Linked policy: MC-P003 Privacy, Dignity and Confidentiality

Makodah Care Pty Ltd (ABN 90 685 238 386) provides disability supports to people in the Hunter Valley, Newcastle, Lake Macquarie, Port Stephens and Central Coast regions of New South Wales. We respect your privacy. This statement explains what personal information we collect, why we collect it, how we keep it safe, and your rights.

We follow the Privacy Act 1988 (Cth), including the Australian Privacy Principles, and the Health Records and Information Privacy Act 2002 (NSW).

What we collect

We only collect the information we need to provide safe, quality supports. This may include:

- your name, date of birth, address and contact details
- your NDIS number, NDIS plan and funding details
- health and disability information, including medication, health conditions and support needs
- information about your culture, language, beliefs and preferences, if you choose to share it
- details of your family, guardian, nominee, advocate and other supports
- records of the supports we provide, including shift notes, incidents and feedback
- photos or videos, only if you give written consent

Where possible we collect information directly from you. With your consent, we may also collect it from people involved in your care, such as your support coordinator, GP, family or other providers.

Why we collect it

- to plan and provide your supports safely
- to communicate with you and the people you choose
- to claim payment for supports through the NDIS or your plan manager
- to meet our legal obligations, including NDIS reporting requirements
- to handle feedback and complaints, and improve our services

Who we share it with

We only share your information with the people and organisations you agree to on your consent form, such as your GP, support coordinator, plan manager or family. We only share what is needed.

We may share information without your consent only where there is a serious threat to someone's life, health or safety, to report to the NDIS Quality and Safeguards Commission, to make a child protection report, in response to a police request, court order or subpoena, or where another law requires it. We will tell you what was shared, unless doing so would put someone at risk.



We use secure cloud-based systems for records, email, payroll and accounts. These service providers may store information on servers in Australia or overseas. We choose providers that protect information securely.

How we keep it safe

- our systems are password protected, and we use two-step login where the system offers it
- workers can only see information about the people they support
- paper records are kept in a locked cabinet
- we keep records for at least 7 years after supports end, or longer where the law requires, then destroy them securely

Photos and videos

We will never use your photo or video without your written consent. You choose each use separately, such as your records, our social media or our website, and you can change your mind at any time.

Seeing and correcting your information

You can ask to see the information we hold about you, or ask us to correct it. We will respond within 14 days. If we cannot give you access or make a correction, we will tell you why in writing.

If something goes wrong

If your information is lost or shared by mistake, we will act quickly to fix it and tell you what happened. Where the law requires, we will also notify the Office of the Australian Information Commissioner.

Questions and complaints

If you have a question or a concern about your privacy, please contact us. We will respond as quickly as possible.

Contact	Details
Riley Myles, Director	0402 629 538 riley@makodahcare.com.au
Kylie Myles, Director	0403 553 474 kylie@makodahcare.com.au
Post	57 Sixth Street, Weston NSW 2326

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner on 1300 363 992 or at www.oaic.gov.au, or the NDIS Quality and Safeguards Commission on 1800 035 544 or at www.ndiscommission.gov.au.

An Easy Read version of this information is available on request.