



GUIDE

Website Privacy Policy

Guide no. MC-P006-G02 Version 1.0 Linked policy MC-P006 Governance and Operational Management

This policy explains what happens to your information when you use the Makodah Care website at www.makodahcare.com.au. It covers the website only. If you are a participant, the Privacy Statement (MC-P003-G01) explains how we handle your information once you are receiving supports from us.

1 Who we are

Who runs this site	Makodah Care Pty Ltd, ABN 90 685 238 386
Address	57 Sixth Street, Weston NSW 2326
Who to contact about privacy	Either Director. Riley Myles 0402 629 538 riley@makodahcare.com.au , or Kylie Myles 0403 553 474 kylie@makodahcare.com.au

2 What the website collects

We only collect information you choose to give us through one of the forms on the site. The forms are: make a referral, contact or enquiry, feedback and complaints, and join the team.

Form	What it collects
Make a referral	Details about the person being referred and the person making the referral: names, contact details, date of birth, NDIS plan details, the supports wanted, and health and support information including diagnoses, mobility, personal care, health conditions, communication, behaviour support and any restrictive practices. You can also upload plans and reports.
Contact or enquiry	Your name, contact details, where you live, what you are interested in, and your message.
Feedback and complaints	What happened, who was involved, and what outcome you want. You can send this anonymously.
Join the team	Your contact details, availability, licences, screening check and certificate expiry dates, qualifications, experience, referees, and your résumé and certificates.

The website also counts visits, so we know how many people are using the site. We do not use that count to identify you or to build a profile about you.

3 Health and other sensitive information

This part matters most, so read it before you fill in a referral.

The referral form asks for health and disability information. Under the Privacy Act that is sensitive information, and we only collect it with your consent.

- You do not have to give it through the website. You can phone a Director instead and give it however you prefer.
- We only ask for what we need to work out whether we can support the person safely and well.
- If you are filling in a referral about someone else, you should have their agreement, or the agreement of their guardian or nominee, before you send it.
- If you are not comfortable putting something in writing, leave it out and tell us about it when we call.



4 What happens to a form after you send it

- Referrals are emailed to riley@makodahcare.com.au and kylie@makodahcare.com.au, which are Makodah Care's Google Workspace accounts.
- Once we have received a referral, the information is entered into ShiftCare, our participant and rostering system.
- Nothing you submit is kept on the web server after it has been emailed to us.
- If you ask for a copy of your own submission, the copy we email you never includes health details or attachments.
- The forms have spam protection built in.

5 Who we share it with

We do not sell your information, and we never use it for marketing.

- Our service providers, which are the company that hosts the website and Google Workspace, which carries our email. Google may store that email outside Australia.
- The NDIS Quality and Safeguards Commission or the NDIA, where the law requires it.
- Emergency services or a health practitioner, if someone is at serious risk.
- Police or a court, where the law requires it.
- Anyone else only with your consent.

6 How long we keep it

What	How long
A referral where supports go ahead	It becomes part of the participant record in ShiftCare and is kept for 7 years after supports end
A referral where supports do not go ahead	12 months, then destroyed, unless you ask us to keep you on the waitlist
An enquiry	12 months, then destroyed
Feedback or a complaint	7 years, as our Feedback and Complaints Policy requires
An unsuccessful job application	12 months, then deleted or destroyed

7 Cookies

The website uses only the cookies it needs to work properly and to count visits. If we ever add advertising or tracking cookies, we will update this policy and ask you before they are set.

8 Your rights

- You can ask us what we hold about you, and we will tell you.
- You can ask us to correct anything that is wrong.
- You can ask us to delete what you sent, and we will unless the law requires us to keep it.
- You can ask us a question about this policy at any time.



Contact either Director: Riley Myles 0402 629 538 riley@makodahcare.com.au or Kylie Myles 0403 553 474 kylie@makodahcare.com.au.

9 If you are not happy

Tell a Director first if you can. If you are not satisfied with how we handle it, you can contact the Office of the Australian Information Commissioner on 1300 363 992 or at oaic.gov.au. If your concern is about your NDIS supports rather than the website, you can contact the NDIS Quality and Safeguards Commission on 1800 035 544 or at ndiscommission.gov.au. You do not have to come to us first.

10 Changes to this policy

We review this policy every 12 months and whenever the website changes. The version and date are shown at the bottom of this page.