

Privacy Policy

EqualRise Healthcare Pty Ltd

Legal & Compliance | Last Updated: June 2026

Privacy Act 1988

Australian Privacy Principles

NDIS Quality & Safeguards

Legal Name	EqualRise Healthcare Pty Ltd
ABN	69 693 859 522
Address	8 Hampton Street North, Goodwood SA 5034
Phone	08 6168 4781
Email	equalrisehealthcare@gmail.com

This document has been formatted from the EqualRise Healthcare privacy policy webpage for professional PDF use. It explains how EqualRise Healthcare collects, holds, uses and discloses personal information.

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Last Updated

June 2026

Scope

This Privacy Policy applies to NDIS participants, families, representatives, referrers, support coordinators, job applicants, employees, contractors, website visitors and other people who interact with EqualRise Healthcare.

1. About This Policy

This Privacy Policy explains how EqualRise Healthcare Pty Ltd (ABN 69 693 859 522) ("EqualRise Healthcare", "we", "our", "us") collects, holds, uses and discloses personal information.

- NDIS participants and their families or representatives
- Referrers and support coordinators
- Job applicants, employees and contractors
- Visitors to our website and offices
- Other individuals who interact with our organisation

We are bound by the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the NDIS Act 2013 and associated rules, including the NDIS Practice Standards. We take our obligations under these laws seriously.

2. Who We Are

EqualRise Healthcare is a registered NDIS provider delivering disability support and allied health services across South Australia. Our services include support coordination, specialist behaviour support, community nursing, personal care, and a range of allied health and therapeutic supports.

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NDIS Provider	Registered NDIS Provider
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3. What Information We Collect

We collect personal information that is reasonably necessary for us to provide our services. The types of information we may collect include:

Identity Information

- Full name and preferred name
- Date of birth
- Gender identity
- Cultural background and language
- NDIS participant number

Contact Information

- Residential and postal address
- Phone number(s)
- Email address
- Emergency contact details
- Guardian / nominee contact details

Health & Disability Information

- Disability type and diagnosis
- Medical history relevant to support
- Behaviour support plans
- Risk assessments
- Medication and health needs

Service & NDIS Information

- NDIS plan details and goals
- Support coordination information
- Service agreements
- Progress notes and incident reports
- Funding and budget information

Employment Information

- Resume and qualifications
- NDIS Worker Screening Check
- Working With Children Check
- Tax file number, as required
- Employment history and references

Website & Technical Data

- IP address and browser type
- Pages visited and time spent
- Form submission data
- Referral source
- Cookie and session data

4. How We Collect Information

We collect personal information in a number of ways, including:

- Directly from you - when you make a referral, submit a form, contact us by phone or email, attend our offices, or apply for employment
- From third parties - including the NDIS, support coordinators, plan managers, GPs, allied health professionals, hospitals and other service providers with your consent
- Automatically - when you visit our website, certain technical information may be collected via cookies and server logs
- From your representative - with authority from a guardian, nominee or support coordinator acting on your behalf

Where it is lawful and practical, we will collect personal information directly from the individual concerned. We will always tell you why we are collecting information and how it will be used.

5. Why We Collect Information

We use personal information only for the purposes for which it was collected, or for directly related purposes that you would reasonably expect. These include:

- Assessing and processing referrals for support services
- Planning, coordinating and delivering disability and allied health support services
- Communicating with you about your services, appointments and care
- Complying with our obligations as an NDIS registered provider
- Fulfilling mandatory reporting obligations under the NDIS Act and other legislation
- Processing employment applications and managing staff records
- Investigating and responding to complaints and feedback
- Improving the quality and safety of our services
- Meeting our legal, insurance and audit obligations
- Responding to enquiries submitted through our website

6. Sensitive Information

We handle sensitive information as defined under the Privacy Act 1988, including:

- Health and medical information
- Disability information
- Racial or ethnic origin
- Religious or philosophical beliefs
- Sexual orientation or sex life, where relevant to culturally safe support
- Criminal record, for worker screening purposes

We will only collect sensitive information with your explicit consent, unless we are required or authorised by law to do so, for example mandatory reporting of abuse, neglect or exploitation under the NDIS Act 2013 or Reportable Incidents framework.

Sensitive information receives a higher level of protection. We do not use or disclose it for any purpose other than those described in this policy without your consent, except as required by law.

7. Disclosure of Information

We may disclose your personal information to third parties only where necessary and in accordance with the APPs. Disclosures may include:

Recipient	Purpose
NDIS Quality & Safeguards Commission	Mandatory reporting of reportable incidents, audits and compliance obligations
National Disability Insurance Agency (NDIA)	Service bookings, plan management and participant-related administration
Allied Health & Medical Professionals	Coordination of care and therapeutic support with your consent
Support Coordinators & Plan Managers	To facilitate service delivery and plan implementation as authorised
Legal & Regulatory Bodies	When required by law, court order or to protect the health and safety of any person

Technology & Service Providers	Cloud storage, email platforms and practice management software used under strict data processing agreements
Insurance Providers	Processing insurance claims and risk management as required

We do not sell, rent or trade your personal information to third parties for marketing purposes. We do not disclose your information beyond what is described in this policy without your consent, except where required or authorised by law.

8. Overseas Disclosure

Some of our technology service providers, such as cloud storage or email platforms, may store data on servers located outside Australia. Where this occurs, we take reasonable steps to ensure that overseas recipients handle personal information in accordance with the Australian Privacy Principles or comparable privacy standards.

By using our services and providing your information, you acknowledge that your information may be stored or processed overseas under these arrangements.

9. Security of Information

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification or disclosure. Our security measures include:

- Password protection and access controls on all systems
- Encrypted storage of files and documents outside public web directories
- Role-based access so staff only access information relevant to their role
- Privacy and confidentiality training for all staff and contractors
- Secure destruction of records when no longer required
- Regular review of security practices and privacy procedures

Notifiable Data Breaches: In the event of a data breach that is likely to result in serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required under the Privacy Act 1988 Notifiable Data Breaches scheme.

10. Retention of Records

We retain personal information for as long as it is necessary to fulfil the purposes described in this policy, and as required by law. Minimum retention periods that apply to our records include:

Record Type	Minimum Retention Period
Participant service records	7 years from last service date, or age 25 if the participant was a minor
Employment records	7 years after employment ends
Incident and complaint records	7 years minimum
Financial records	5 to 7 years, according to ATO and NDIS requirements
Job application records - unsuccessful	12 months

When records are no longer required, they are securely destroyed in accordance with our records management policy.

11. Access & Correction of Your Information

Under the Australian Privacy Principles, you have the right to:

- Access the personal information we hold about you
- Request corrections if the information is inaccurate, incomplete or out of date
- Request deletion of information we are no longer required to hold

To make a request, please contact our Privacy Officer using the details in Section 16. We will respond within 30 days. In some circumstances we may be unable to provide access, for example where it would unreasonably impact the privacy of another person or where we are legally required to retain the information. We will explain any refusal in writing.

NDIS participants also have rights to access their information under the NDIS Act 2013. In cases involving your NDIS plan, you may also contact the NDIA directly at 1800 800 110.

12. Anonymity & Pseudonymity

Where lawful and practicable, you may interact with us anonymously or using a pseudonym. For example, you may submit general feedback or enquiries without identifying yourself.

However, due to the nature of NDIS-funded support services, we generally need to identify you in order to safely deliver services, meet NDIS obligations and maintain required records. We are unable to deliver support services without collecting personal information.

13. Website & Cookies

Our website may collect non-identifiable data about how you use the site, including pages visited, time spent on pages and browser type. This is used to improve the website experience.

We may use cookies to:

- Remember your accessibility preferences, such as text size and contrast mode
- Maintain your session during form submissions
- Understand how visitors use our website

You can disable cookies in your browser settings. Doing so may affect the functionality of some features on our website. Our website does not contain third-party advertising or tracking cookies.

14. NDIS-Specific Privacy Obligations

As a registered NDIS provider, we have specific obligations under the:

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS (Provider Registration and Practice Standards) Rules 2018
- NDIS Practice Standards, Core Module and relevant supplementary modules
- NDIS Code of Conduct

Mandatory Reporting

We are required by law to report certain incidents to the NDIS Quality and Safeguards Commission, including allegations of abuse, neglect, exploitation and unlawful physical or sexual contact involving NDIS participants.

Worker Screening

We collect information about our workers for the purpose of NDIS Worker Screening Checks and ensure all workers who deliver services to participants hold a valid clearance.

Participant Rights

Participants have the right to make decisions about their own lives, including decisions about who their information is shared with. We will always seek consent before sharing participant information with families or representatives.

Behaviour Support

Where we implement behaviour support plans involving regulated or restrictive practices, additional consent and reporting obligations apply under the NDIS Practice Standards for Specialist Behaviour Support.

15. Privacy Complaints

If you believe we have handled your personal information inappropriately, or you wish to make a privacy complaint, please follow these steps:

Step	Action
1. Contact Us Directly	Email or write to our Privacy Officer. We will acknowledge your complaint within 5 business days and aim to resolve it within 30 days.
2. NDIS Quality & Safeguards Commission	If your complaint relates to NDIS service delivery, you may also contact the NDIS Commission on 1800 035 544 or visit ndiscommission.gov.au .
3. Office of the Australian Information Commissioner (OAIC)	If you are not satisfied with our response, you may lodge a complaint with the OAIC on 1300 363 992 or visit oaic.gov.au .

16. Contact Us - Privacy Officer

For all privacy-related enquiries, access and correction requests, or complaints, please contact our Privacy Officer:

Organisation	EqualRise Healthcare Pty Ltd
Attention	Privacy Officer
Address	8 Hampton Street North, Goodwood SA 5034
Phone	08 6168 4781
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Policy Updates

This Privacy Policy was last reviewed and updated in June 2026. We may update this policy from time to time to reflect changes in our practices or legal obligations. Updated versions will be published on the website. We encourage you to review this policy periodically.

Useful Support Contacts

Emergency Services	000
TTY Emergency Access	106
Lifeline Australia	13 11 14
NDIS Quality & Safeguards Commission	1800 035 544
National Disability Abuse & Neglect Hotline	1800 880 052

Source: EqualRise Healthcare Privacy Policy webpage, accessed 27 June 2026.