



Privacy Policy

Allround Plan Management is committed to protecting the privacy, dignity, and rights of all NDIS participants, families, carers, and service providers we work with. We recognise that personal information is sensitive and will always be handled respectfully, securely, and in line with our obligations as a registered NDIS provider.

This Privacy Policy explains how we collect, use, store, and protect personal information in accordance with:

- The NDIS Code of Conduct
- The NDIS Practice Standards
- The Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs)

1. Our Commitment to Privacy

We are committed to ensuring that all personal and sensitive information is managed in a way that supports participant choice, control, and confidentiality. We only collect information that is necessary to deliver safe and effective NDIS Plan Management services.

2. What Information We Collect

- We may collect personal and sensitive information including:
- Name, address, date of birth and contact details
- NDIS number and plan information
- Details of supports and service providers
- Invoice and payment information
- Budget and funding records
- Communication records (emails, phone calls, messages)
- Any other information required to provide plan management services

We only collect information that is relevant to supporting you under the NDIS.

3. How We Collect Information

- We may collect information directly from:
- You (the participant)
- Your nominee, guardian, or authorised representative
- Service providers submitting invoices
- The NDIA and NDIS Portal (where authorised)
- Other professionals involved in your supports (with consent)

4. Why We Collect and Use Your Information

We collect and use personal information to:

- Provide NDIS Plan Management services
- Process and pay invoices promptly
- Track budgets and provide funding updates
- Communicate with participants and providers
- Meet our legal and regulatory obligations

- Improve our services and participant experience
- Respond to feedback or complaints

We will not use your information for purposes unrelated to plan management without your consent, unless required by law.

5. Disclosure of Personal Information

We may share your information only when necessary, including with:

- The NDIA and NDIS Commission (as required)
- Your registered service providers (for payment purposes)
- Your authorised nominee or representative
- External auditors or regulators (where required)
- Professional advisers (e.g., accountants or legal advisers) under confidentiality obligations
- We do not sell or rent personal information to third parties.

6. Storage and Security of Information

We take all reasonable steps to protect personal information from misuse, loss, unauthorised access, or disclosure. This includes:

- Secure electronic record systems
- Restricted staff access
- Confidentiality agreements
- Secure storage of paper documents
- Staff training aligned with NDIS Practice Standards

7. Participant Rights and Access

You have the right to:

- Access the personal information we hold about you
- Request corrections if information is inaccurate
- Ask questions about how your information is handled

To request access or updates, please contact us using the details below.

8. Complaints and Privacy Concerns

We take privacy concerns seriously. If you believe your privacy has been breached or are unhappy with how your information has been handled, you can contact us directly. If you are not satisfied with our response, you may contact:

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Website: <https://www.ndiscommission.gov.au/about/complaints>

You may also contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

9. Website and Online Enquiries

When you submit an enquiry through our website, we may collect your name, email address, phone number, and message so we can respond to your request. Our website may use standard analytics tools to improve functionality. We do not collect unnecessary personal information through the website.

10. Updates to This Policy

We may update this Privacy Policy from time to time to ensure it remains current with NDIS requirements and privacy legislation. The most recent version will always be available on our website.

Contact Us

For any privacy questions or requests, please contact:

Allround Plan Management

Email: admin@allroundpm.com.au

Phone: 0456 961 135

Variations

Allround Plan Management reserves the right to vary, replace or terminate this policy from time to time.

Policy version and revision information

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