



Privacy Policy for Circletalk Australia – Specialised Supported Employment

Introduction

Circletalk Australia is committed to protecting the privacy of all individuals we support, including those receiving services under the National Disability Insurance Scheme (NDIS). This Privacy Policy outlines how we collect, use, store, and disclose personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth). This policy is specifically relevant to individuals receiving services under NDIS registration group 0133: Specialised Supported Employment.

Personal Information We Collect

We may collect the following personal information in relation to our clients and their participation in specialised supported employment services:

- Full name
- Contact details (phone number, email address, physical address)
- Date of birth
- NDIS number
- Emergency contact details
- Health and medical information relevant to employment and support needs
- Employment preferences and skills
- Service usage details (e.g., service dates, hours worked)
- Any other information necessary to provide appropriate supports and services

How We Collect Information

We collect personal information directly from clients, their representatives, or legal guardians, and may also collect information from:

- NDIS plans or other third parties (with consent)
- Referrals or assessments conducted by other health or social service providers
- Records maintained by our team regarding the provision of services

Why We Collect Personal Information

Circletalk Australia collects personal information for the following purposes:

- To provide specialised supported employment services under the NDIS
- To manage and coordinate services, including employment support, training, and work placements
- To assess and monitor individual needs and progress
- To comply with relevant laws, regulations, and standards, including reporting obligations under the NDIS Quality and Safeguards Commission
- To communicate with clients, their families, and other stakeholders
- To ensure the safety, wellbeing, and effective service delivery of our clients

How We Use Personal Information

The personal information we collect is used to deliver the services requested and ensure quality outcomes for clients under NDIS funding. This includes:

- Coordinating and providing services, including job placement and training
- Communicating with clients and their families about service delivery and employment opportunities
- Reporting and complying with regulatory requirements and contractual obligations with the NDIS

How We Protect Your Information

Circletalk Australia takes reasonable steps to protect the privacy and security of personal information we collect. We employ secure systems and safeguards, such as:

- Restricted access to personal information
- Secure storage of physical and electronic records
- Regular audits and risk assessments
- Staff training on privacy obligations and confidentiality requirements

Disclosure of Personal Information

We may disclose personal information to the following parties:

- NDIS service providers or third parties involved in your employment support
- Government agencies or regulatory bodies (where required by law)
- Contractors or agents who assist in the delivery of services (with appropriate safeguards)
- Health professionals or support staff, where necessary for the provision of employment services

We will only disclose your personal information to others with your consent, except where disclosure is required or authorized by law.

Access to Your Information

You have the right to access the personal information we hold about you. If you would like to access, correct, or update your information, please contact us using the details below.

Retention of Personal Information

Circletalk Australia will retain personal information for as long as necessary to provide the required services and meet legal or contractual obligations. After this period, we will securely dispose of or de-identify the information in accordance with legal and regulatory requirements.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be communicated to clients, and the revised policy will be made available upon request.

Contact Us

If you have any questions or concerns about this Privacy Policy or wish to access or correct your personal information, please contact us at:

For privacy-related inquiries or concerns, please contact: **Circletalk Australia**

Email: info@circletalk.com.au

Phone: 03 8201 7320

Address: PO Box 965, Croydon, VIC, 3136 AUSTRALIA

Website: www.circletalk.com.au

Complaints: If you have a privacy complaint, please contact us using the details above. If your complaint is not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.
