

Related Acts, Legislation, and Standards	Privacy Act 1988 Privacy and Data Protection Act 2014 Public Service Act 1999 Privacy Amendment (Notifiable data Breaches) Act 2017 National Disability Insurance Scheme Act 2013 Australian Privacy Principles Privacy and Other Legislation Amendment Act 2024
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The key A&B contacts for this information are WHS@ab-s.com.au and IT@ab-s.com.au

Policy Statement

Beyond Community Services Pty Ltd trading as Above & Beyond Support (ABN 80 646 548 254) (A&B) values the protection and security of your personal information. We are committed to upholding the privacy rights of all who connect with the service.

This policy explains which kinds of personal information we collect, store and share, as well as how that information will be used, shared and protected. This policy also tells you how to you can access or amend your information, seek further information, lodge a complaint, or share a privacy concern with us.

A&B adheres to all requirements outlined by the:

- Privacy Act 1988
- Privacy and Other Legislation Amendment Act 2024
- Privacy Amendment (Notifiable Data Breaches) Act 2017
- Public service Act 1999
- National Disability Insurance Scheme Act 2013



You can opt to deal with us anonymously. If so, your personal information is not subject to privacy laws. If you choose to apply for a role or seek support from the service and wish to still remain anonymous, we may not be able to assist you (due to impracticality).

Information Collected

A&B collects information which is of a personal and sensitive nature in order for the service to perform its intended functions and activities. In the course of our general business, we may collect and hold a person's:

- Name, date of birth, gender & contact details
- Access to and use of our service or supports
- Communication history and data
- Information required to comply with regulators & legislators
- Details related to the response and management of complaints or feedback with us
- Information regarding health or disability (for participants)
- Qualifications, accreditation, bank account details & other employee records (for staff)

Information we collect is for the following purpose(s):

- Adhering to Commonwealth, State and Territory legal requirements
- Assisting with enquiries, applications and support requests
- Responding to queries from staff, clients, volunteers and community members
- Distributing service updates, news and advice
- Conducting general business (including review & development)
- Carrying out the provision of support

Use & Disclosure of Information

A&B only uses personal information for the purpose intended when it was provided, one of the purposes outlined above, or when permitted or required to by law. At no time will A&B receive payment or sell personal information to any entity or individual.

The service aims to only use personal information received for purposes directly related to the provision of support. When we do need to use or disclose your personal information, we:

- Will limit usage to a *need to know, need to share basis, & right person to share basis*
- Whenever possible we will seek your consent prior
- Will de-identify the content (when appropriate)
- Ensure we gain your consent prior (if information will be transferred overseas)
- Will take all reasonable steps to prevent a data breach
- Will not involve third parties, unless you provide consent to do so



Use & Disclosure of Information

A&B takes action to ensure that your personal information is stored securely and only accessed when you have provided consent, its required under law, or it aligns with the purpose you provided it for.

Our service regularly updates and audits its systems to ensure they protect your information from loss, misuse, modification, un-approved access or disclosure. When no longer required or obligated to by law, we destroy, delete and archive your information in a secure manner.

Our Website

A&B may collect contact information (such as email addresses and IP addresses) via our website (www.ab-s.com.au). Unless a web user objects via the internet site they consent to A&B collecting and using their personal information for:

- Profiling the type of visitors to the site
- Monitoring the site usage & accessibility

Email addresses gathered or provided via our website will only be used for their intended purpose, including only being added to mailing lists when specific consent is received. Any person can opt out from A&B's mailing list by emailing the word 'STOP' to admin@abs.com.au or contacting 0431 330 025.

Cookies

A 'cookie' is file which enables a service to assist return traffic more effectively and to monitor site traffic patterns. A cookie identifies an individual PC or device not an individual person.

A&B uses cookie sessions to maintain contact with its website users during their browsing session and enhance their experience. Our website is set to notify when a cookie is sent (which may be accepted or rejected). You may also disable the setting within your internet browser.

External links & Third-Party Sites

A&B's website contains applications and links which are controlled by third parties (for example YouTube, NDIS, Google, Facebook and Instagram). A&B is in no manner responsible for the privacy practices of third parties, is not able to comment on their compliance with the Privacy Act, and is unable to comment on the security, accuracy or accessibility of their sites. We encourage you to use your own discretion if accessing these links, and to review their privacy policy and commitments.

Accessing & Updating Information

A&B makes every effort for the information it holds to be up to date, relevant and accurate. If a person becomes aware that information we hold about them is out of date, inaccurate or irrelevant they should contact us to update it. If required to update a person's information, we ensure that:

- We act on the request as soon as possible
- Upon their request we will also update any other services or entities we have provided the information to
- We inform you in writing if we are unable to meet the request, including our rationale and complaint contacts

A person may ask to access and review the information we hold about them by contacting us at admin@ab-s.com.au, calling (02) 4086 9720, requesting it via our website www.abs-com.au, or by writing to PO Box 370 Cessnock NSW 2325. When a person requests to access or review their personal information, we will:

- Ask them to formally confirm the request and their identity/authorisation to receive the information
- Provide the information as soon as possible and no later than 30 days from the confirmed request
- Provide justification for any; information that can not be accessed, delays, redactions or de-identifications, accessibility changes, or therapeutic considerations



If a person does not agree with A&B's response to a request for information, we encourage you to let us know via our [complaints & feedback](#) options.

Data Breaches

A&B is committed to the security of your personal information and actively takes steps to prevent data breaches. A data breach is an incident or event where held personal information is subject to unauthorised disclosure or access, lost, or damaged.

In any circumstance of a known or suspected data breach occurring A&B will act immediately. The services primary goal will be to investigate and contain the breach. A&B complies with all legal requirements, including the notification of serious breaches of data or privacy to the Office of the Australian Information Commissioner (OAIC) and the NDIS Commission.

If you suspect a data breach may have occurred, or suspect your or someone else's information may be compromised, please contact our privacy officer immediately by emailing admin@ab-s.com.au, calling (02) 4086 9720, requesting it via our www.abs-com.au, or by writing to PO Box 370 Cessnock NSW 2325.

Providing a Complaint or Feedback

We value your complaints or feedback and will ensure we are responsive to any advice or contact received. If you would like to let us know anything about your experience with our service, have a complaint, or a concern related to our privacy obligations, please contact us via the [\[Complaint & Feedback\]](#) button on our website, or call us on (02) 4086 9721 (translator & interpreting service available). You may also submit a complaint to us by writing to admin@ab-s.com.au or PO Box 370 Cessnock NSW 2325.

When receiving your complaint, we will seek to promptly investigate and resolve it, contact you as soon as possible.

Whenever responding to and managing complaints we ensure that:

- Any person lodging a complaint or feedback can do so without being fearful of repercussions
- Your privacy and communication preferences are maintained as far as possible
- You are kept informed of our response plan and its progress
- We work with any advocate or support person that you nominate
- A structured and recorded process is followed when we respond
- We provide you with further contacts and avenues if you are not satisfied with our resolution

Further general information regarding privacy is available from the OAIC website at www.oaic.gov.au

Artificial Intelligence

A&B requires staff to not use artificial intelligence (AI) for the completion of any notes, client information, reports, or plans. Staff may use accessibility software but not generative AI without written approval to do so. This is because:

- AI programs have not been approved by the service. AI software does not necessarily store information added in the required manner, nor has the client (or Guardian) consented to their information to be provided to the software

- AI programs have not been tested or approved for the management of health and wellbeing of others. Specifically, AI generates outputs based on summarising existing information, with a high chance of providing incorrect or incomplete information

A&B does not utilise AI for automated decision making. Requests to utilise AI for decision making must be approved in writing by the CEO. When reviewing any such requests, the CEO must:

- Ensure the client and/or Guardian understand and consent to the specific automated decision making
- Review that the usage is appropriate and fit for purpose
- Ensure that the automated decision-making is in no manner related to the wellbeing and safety of others (including both staff and clients)



Third-Party Applications

A&B and its staff are not permitted to utilise any unapproved Third-Party applications, programs or software for the completion of any notes, client information, reports, or plans. Staff are also not permitted to enter or discuss any client or service information on unapproved Third-Party applications, programs or software.

Approved Third-Party applications for work include:

- A&B's 365 System - particularly MS Teams and Outlook
- To see a Teams introduction video visit (<https://www.microsoft.com/en-us/videoplayer/embed/RWeqWC?pid=ocpVideo0-innerdiv-oneplayer&postJsllMsg=true&maskLevel=20&market=en-us>)
- To see a Outlook introduction video visit (https://support.microsoft.com/en-us/office/add-an-email-account-to-outlook-e9da47c4-9b89-4b49-b945-a204aeea6726?wt.mc_id=otc_outlook)
- Employment Hero User Account (including submitting availability & confirming shifts)
- To see an Employment Hero overview visit (<https://help.employmenthero.com/hc/en-gb/articles/12500139349647-Navigation-for-employees-Video>)
- XERO (Service)
- To see a Xero Leave Application video visit (<https://tv.xero.com/detail/video/5131000084001/how-to-manage-leave-in-xero-australia>)
- Budgetly (when using A&B bank cards for non-client SIL spending)
- To see a Budgetly tutorial visit (<https://help.budgetly.com.au/en/intro-for-admins>) please note all hard-copy receipts should still be stored with the associated A&B bank card
- Dext, formally known as Receipt Bank (used by the account department for internal spending and bill management)
- Android based mobile devices
- Windows 10 (& above) laptop devices
- EFTPOS bank card(s)

Third-Party applications that are NOT approved for work (including but not limited to):

- Generative AI - such as Chat GPT, Google Gemini, Claude, Midjourney
- Google AI overview should not be included in information gathering or decision making
- Automated decision-making applications – such as Tellius, Moveable Ink, Rational, IBM Watson Studio
- Social Media Platforms – such as Snapchat, Facebook (inc. Messenger), Instagram, TikTok, X (formally known as twitter), Reddit, Discord, Tumblr
- Mail Services – such as Gmail, GSuite, Personal Outlook, Hotmail, Big Pond, Yahoo
- Online Storage – iCloud, DropBox, Personal OneDrive, Google Drive

Information Storage & Usage Overseas

A&B makes every effort to ensure all personal information and data is stored securely within Australia. Some Third-Party applications which the service utilises may send information outside of Australia (see below):

- Microsoft 365 Business, stores information within Australian data centres, though some less common functions may be hosted and/or stored overseas (not utilised by the service)
- Employment Hero, stores information within Australian data centres



- Xero, stores information within United States data centres
- Budgetly, stores information within Australia data centres
- Dext, stores information within Australian data centres

Feedback & Support

A&B is committed to continuous improvement and refining how we work. Please feel free to share any suggestions, thoughts, considerations, or updates regarding this content with our team by [clicking here](#). If you are an A&B staff member and would like additional assistance don't forget that [Support & Supervision Requests](#) can be lodged at any time. If you are a client or community member reviewing this content and would like to get in touch

