

PRIVACY STATEMENT

INF-02 | Public information | Published on the website and given at intake

Wara Yindi Support Services Pty Ltd ("we") respects your privacy. This statement explains how we handle personal information about the people we support, families, carers, community members and others who contact us. We can explain it in a different way, or give it to you in Easy Read or another language.

What we collect and why

We collect the information we need to provide supports, programs and services, to keep people safe, to meet our legal and funding obligations, and to improve what we do. This may include contact details, health and disability information, cultural information you choose to share, and information about children where we work with families.

How we keep it safe

We keep information in secure systems with restricted access – our client records system (Astaloty) and Microsoft 365. Our workers sign confidentiality agreements and are trained in privacy.

When we share it

We share information with your consent, or where the law requires or allows it – for example, to keep someone safe, to report child protection concerns, or to meet NDIS Quality and Safeguards Commission requirements. We do not sell personal information.

AI tools

We may use approved AI tools to help with tasks such as drafting notes or reports. We only use tools the Director has approved, we do not put personal information into public AI tools, a worker always checks anything AI helps produce, and AI never makes decisions about you. You can tell us you do not want AI tools used with your information (WY-FRM-002).

Your rights

You can ask to see or correct the information we hold about you. You can have a support person, advocate or interpreter help you. We will respond within 30 days.

Photos and stories

We only use photos, recordings or stories of you or your children with your consent, and we follow cultural protocols, including about people who have passed away.

If something goes wrong

If your information is lost or seen by someone who should not see it, we will act quickly to fix it, and we will tell you where the law requires it or where telling you helps you protect yourself (INF-03).

Contact us

Privacy enquiries	admin@warayindi.com.au · 0474 463 754 · 6 Haynes Street, Whyalla Norrie SA 5608
Not happy with our response?	Office of the Australian Information Commissioner: 1300 363 992, oaic.gov.au
NDIS supports	NDIS Quality and Safeguards Commission: 1800 035 544, ndiscommission.gov.au

Document control

Document	INF-02 Privacy Statement
Version	1.1 – approved 23 October 2026
Document owner	Director (Key Personnel)
Approved by / date	Approved by Jacinta Dempsey, Director, on 23 October 2026. Approval recorded in the Policy Suite Register (NDIS Audit Compliance Workbook) – no signature required.
Next review	23 October 2027, or earlier if registration, key personnel, legislation, an audit finding, incident or complaint requires it
Related policies	INF-01 Privacy and Confidentiality; INF-03 Data Breach Response; INF-05-F1 AI Tool Privacy Assessment; RIG-03
Store completed form	Published on the website; printed copy given at intake
Supersedes	INF-02 v1.0 (17 October 2026); earlier Privacy and Data Breach Information Sheet for NDIS Participants. AI use section added.

Records

Uncontrolled when printed. Completed records are kept in line with the Records Retention, Archiving and Disposal Policy.