



Achieve Australia

Privacy Policy

Internal



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1. About this Privacy Policy

This policy explains how and why Achieve Australia Limited (ABN 49 133 306 902) (“**Achieve**”, “**us**”, “**we**” or “**our**”) collects, uses, holds and discloses personal information (including sensitive information and health information).

2. Approval

Policy Owner	General Counsel
Approved By	Chief Executive Officer
Date Approved	10/05/2025

Internal



3. Definitions

Definitions	Details
Personal information	<p>Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable. Personal information may include sensitive information. Sensitive information means:</p> <ul style="list-style-type: none">• information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, or criminal record, that is also personal information; or• genetic information or health information about an individual including information about an illness, injury or disability and health services provided or to be provided to an individual; or• biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates.

4. What types of information do we collect?

We may collect the following types of personal information about all individuals who engage with Achieve.

- **Personal details** such as your name, gender, date of birth or age.
- **Contact information** such as your mailing or street address, billing address, email address or telephone number and contact details for your emergency contacts.
- **Information about your use of our services** such as what services you, or the person in your care have used, purchased or enquired about as well as any additional information necessary to deliver those services and respond to your enquiries.



- **Marketing preferences** including whether you have opted in or out of receiving marketing messages and products or services we think you might be interested in hearing about.
- **Records of your correspondence with us** via in person or web forms, email, telephone, text message, social media or otherwise.
- **Community engagement information** including your enquiries, comments, survey responses, testimonials or feedback.
- **Transaction and payment information** including details about payments you have made to us which may include bank and credit card details.
- **Fundraising and donor information** including fundraising efforts you participate in or donations you give.
- **Audio-visual footage** which may be recorded if you visit Achieve premises. CCTV cameras are installed in and around our premises and will record your image and audio. If you do not wish to be recorded, please do not attend our premises.
- **Cookies and analytics data** about how you use our website and your interactions with us online, such as pages you visit, language preferences, webpage interactions, searches you make, emails from us that you view or open or our posts on social media that you interact with. Information may also be collected automatically from your device (for example through the use of cookies), including IP address, wi-fi information, device type, operating system, unique device identification numbers, browser-type, server address, date, time and duration of visits to websites, pages accessed and documents downloaded, previous websites visited, high level geographic location (e.g. country or city-level location) and other technical information.
- **Health information** is collected if your enquire about or receive our service or apply to or are engaged with Achieve as an employee, contractor or volunteer and includes information about your general health, disability or injuries, as well as other relevant sensitive information about your health status related to providing our services such as your (or the person in your care's):
 - disability-specific information, including the type and extent of the disability including cognitive, hearing, mobility, vision, self-care, and independent living challenges;
 - medical history records, including diagnoses, risk factors, reports, test results, current and past treatments, prescriptions and medications;
 - accident and injury/disease details;
 - vaccination details;
 - functional assessments of your ability to perform daily activities and your support needs;
 - National Disability Insurance Agency (NDIS) support plans or other health service plans;



- referrals to or from Commonwealth, state or territory government and non-government agencies such as the NDIS;
- health practitioner details;
- health fund details;
- subsidies and rebates you are entitled to; and
- other sensitive information relevant to the provision of our services.
- **Diversity and inclusion information** including your racial or ethnic origin, religious beliefs or affiliations, or sexual orientation.
- **Government issued documents and identifiers** including details from and/or copies of your Medicare card, driver license, passport, identity cards and pension card number.
- **Any other information which you provide to use or give your consent for us to collect**, for example if you give consent to us to collect information for a specific purpose.

If you are a job applicant, a current or former employee, contractor or volunteer of Achieve, or a recipient of our employment support services

We may collect the following additional types of information from you.

- **Educational, professional and employment history** including education, qualifications, previous employment and volunteering information such as your previous employer and job title or details of previous voluntary positions and your referees or references.
- **Administrative information** including your job description and role, training, period of employment, entitlement to work, salary and payment details, bank account details, taxation information, employment award details, leave information, superannuation details and expenses.
- **Performance information** including outcomes of performance reviews and ratings as well as training and other development activities.
- **Terms** of your employment including copies of your employment contract.
- **Background checks** including identity documents, results of references, working with children checks.
- **Use of Achieve's systems and resources** including emails, internet browsing history, internal communications systems (e.g. conversations on Teams), other internal platforms and networks, access logs and audit trails, social media activity and Achieve computers, tablets or other devices.



- **Location information** including GPS tracking information in relation to Achieve-issued fleet vehicles.
- **Recordings and transcriptions of meetings and internal calls** including Teams conversations. If this information is recorded, we will inform you before recording and you may request not to be recorded.
- **Other call recordings** of your telephone conversations with our third-party work health and safety triage service provider, which may be recorded for quality, compliance and training purposes. If this information is recorded, we or our service provider will inform you before recording and you may request not to be recorded.
- **Criminal history** if we require a criminal background check.
- **Other information** in relation to your employment.

5. How do we collect information about you?

5.1. We collect information from you

We may collect information from you in various ways, including when you:

- correspond with us by telephone, email, our website or otherwise;
- complete a form in person or online on our website;
- visit our premises, attend our events or programs;
- use, or request to use, any of our services;
- enquire about our services;
- visit, access or use our website and social media pages or click on, view or interact with online messages or posts;
- make a donation, or participate in our fundraising campaigns;
- respond to surveys, provide feedback to us or submit testimonials either in person or via our website;
- subscribe to our newsletters or mailing lists;
- make a payment to us;
- submit a job or volunteer application;
- engage in your employment, contractor or volunteer duties; or



- provide services to us.

5.2. We collect information from third parties

We may also collect information about you from third parties including from:

- your carer, responsible person, guardian or authorised representative;
- commonwealth, state or territory government or non-government agencies (including the NDIS);
- law enforcement agencies;
- medical and/or health professionals who provide health services to you, who introduce or refer you to us or who we refer you to;
- our service providers who engage with you directly;
- other sources, including marketing lists, credit lists and other publicly available information;
- our related entities, partners, other disability support associations we have a relationship with, and service providers including which help us to provide services or benefits to you; and
- our employees, contractors and volunteers; and
- your employer and employment references.

5.3. We collect information from your browser or device

When you use our websites, we collect analytics data from your browser or device. Some of this analytics data is collected using cookies. If you do not want cookies to be used, please adjust your browser settings to disable them. If you disable cookies, some parts or features of our websites may become inaccessible or may not function properly.

6. What are the consequences if all or some of the personal information is not collected?

If we are not able to collect personal information or sensitive information as described above:

- we may not be able to verify your identity;
- we may not be able to provide all or part of our services to you;



- you may not be able to enter our premises or attend our programs or events;
- we may not be able to provide you with information about the services that you want;
- we may not be able to engage or continue to engage you as our employee, contractor or volunteer; and
- we may not be able to respond to your request or complaint.

7. Why do we collect and use information about you?

7.1. We generally collect and use personal information for the following general purposes.

- **Providing you with a service or facilitating the provision of a service** for example by providing our services to you or the person in your care, providing information to our service providers or third parties that is relevant to the provision of a service, managing the methods by which we deliver our services to you, registering you as a recipient of our services, determining whether you are eligible for our services or managing your NDIS support plan.
- **Delivering your benefits and entitlements** including processing any subsidies, rebates, benefits, entitlements or insurance claims in relation to the services we provide.
- **Verifying your identity and maintaining our records** for example as may be required to provide our services to you, or confirm you have authority to act on behalf of others, to give access to or correct your personal information, or respond to your complaint.
- **Fundraising activities** including planning, coordinating and promoting our fundraising initiatives and receiving and processing donations.
- **Marketing and promotional activities** including sending you newsletters, information or other updates about our services, or making suggestions and recommendations to you about our and third-party goods, services, events and other offers that may interest you (unless you have unsubscribed from those types of messages). These communications may be sent in various forms, including mail, text message or email. You can opt-out of receiving these marketing communications from us at any time by following the unsubscribe instructions in the message.
- **Performing data analytics, strategy and product development tasks** such as understanding who is interested in our services, improving our marketing or public health awareness campaigns, improving our websites and apps, developing other products or services, and enhancing and personalising client relationships and experiences (including through data analysis and business intelligence techniques).



- **Administering our information technology and security** to protect our organisation and systems (including troubleshooting, data analysis, testing, system maintenance, support, reporting, data hosting, and network, security, and fraud protection activities).
- **Operations** to manage and operate our business effectively and efficiently, including in relation to the employment, management and safety of our service recipients, employees, contractors and volunteers.
- **Managing employees**, contractors and volunteers including to maintain our relationship with you and to fulfil our duties under this relationship.
- **Preventing, detecting and investigating** any actual or suspected fraud, unlawful activity or other misconduct, incidents, complaints or non-compliance with our policies;
- **Compliance with funding, legal and financial obligations** including using and disclosing your personal information in accordance with any laws, regulations, codes or orders applicable to us or our duty of care and, as requested, to co-operate with regulators, authorities, government departments or bodies, courts, commissions or tribunals.
- **To manage our relationship with you**, keeping our records and your contact details up to date and dealing with any complaints or credit or debt issues.
- **Communicating with you about our services** including responding to you queries or comments and providing you with information and updates about these services or notifying you about changes to our service offerings and service terms and conditions.
- **Responding to your enquiries and feedback** including addressing your questions, concerns or complaints.
- **Marketing activities** including sending you information or other updates about our services, programs, benefits and events. These communications may be sent in various forms, including mail, text message or email. You can opt-out of receiving these marketing communications from us at any time by following the unsubscribe instructions in the message.
- **Legal purposes** including enforcing our legal rights or the rights of others and taking or responding to legal action.
- **Any other purposes** which you were informed of at the time of collection or which you have otherwise consented to.

7.2. If you are an employee, contractor or volunteer of Achieve

- **Recruitment purposes** including to evaluate any applications you have made for any employment or volunteering positions with us.



- **Managing employees, contractors and volunteers** including to maintain our relationship with you including managing work activities, onboarding, offboarding, performance management, promoting employee engagement initiatives, facilitating flexible work arrangements, offering or providing benefits to you and to your family (including third party services), maintaining internal employee directories, managing disciplinary matters and terminations.
- **Administration** including of remuneration and other contractual benefits (i.e. salaries, pay reviews or other awards) as applicable according to your employment contract with us.
- **Ensuring compliance** with our internal policies, contractual obligations and applicable legal requirements as an employer and volunteer organisation.
- **Monitor** your activities during the course of your duties or when using Achieve systems and resources.
- **Fulfilling our work health and safety obligations** including notifying and communicating with you during an emergency, promoting wellbeing initiatives and facilitating workplace adjustments or suitable duties.

8. Who do we disclose personal information to?

8.1. We disclose your personal information to others

We may disclose personal information that we hold about you for any of the purposes set out above to the following people and entities.

- **Our employees, contractors or service providers** who provide services to you.
- **Other persons authorised by you or responsible for you** such as your employer, carer, responsible person, guardian or authorised representative.
- **Commonwealth, state or territory government and non-government agencies** such as the NDIS and the NDIS Quality and Safeguards Commission.
- **Healthcare providers** such as medical practitioners and allied health professionals involved in providing services or other care to you, or the person in your care, or where we refer to you these healthcare providers.
- **Third parties such as suppliers, agents, contractors and partners** who assist us with our organisational processes, and to provide our products and services including in relation to:
 - IT services;



- providing, managing, supporting and improving our organisation as well as our website and services; and
- advertising and marketing (including targeted and direct marketing) and market research services.
- **Regulators, courts, tribunals, law enforcement and debt collection service entities** to enforce our rights or the rights of others or if we receive a lawful request for your personal information or are obliged to provide your information.
- **Our professional advisers** including lawyers, bankers, auditors, audit assessors and insurers who provide consultancy, banking, legal, insurance, auditing or accounting services.

8.2. We may disclose your personal information outside Australia

We may disclose your personal information to our third-party service providers including service providers located in the United States of America, the United Kingdom, Fiji, the Philippines, Sri Lanka, Singapore, India, Japan, Spain, China, Taiwan, South Korea, Ireland, the Netherlands, New Zealand and Poland.

9. How do we store, protect and dispose of your personal information?

We will retain personal information about you until we no longer need the information for any purpose for which the information may be used or disclosed by us in accordance with the Privacy Act 1988 (Cth) including for the purposes set out in this Privacy Policy, or as is otherwise required to be retained under law or by a court or tribunal. We may also aggregate and/or de-identify information collected in accordance with this Privacy Policy so that this information can no longer be linked to you.

Under health information protection and other laws, we are required to retain your information for prescribed periods.

When personal information and health information is no longer required, we may destroy it.

We are headquartered in New South Wales and provide services throughout New South Wales and Southeast Queensland. This means that we may transfer and hold your information outside your state or territory of residence.

10. How to contact us about privacy issues

We welcome any feedback you might have about privacy-related issues. If you have any questions or complaints about how your personal information is being handled, please contact:



- The Privacy Officer, Achieve Australia Limited, Level 1, 1 Epping Road North Ryde NSW 2113
- 1300 22 44 38
- privacy@achieveaustralia.org.au
- www.achieveaustralia.org.au

You may have the right to request to access or correct personal information we hold about you by making a request in writing detailing what information your request relates to. You may also authorise another person to request to access or correct your information on your behalf, if, for whatever reason, you are unable to do so yourself.

We will aim to respond to you within a reasonable period, usually within 30 days after receiving your request. Occasionally, it may take us longer to respond if the request is particularly complex, or you have made several requests. If we are not able to help with your request, we will let you know and provide you with a written explanation as to why.

If you are not satisfied with how we have handled your complaint you can also contact the Office of the Australian Information Commissioner (OAIC) on www.oaic.gov.au

11. How we change and update this Privacy Policy

This policy may change from time to time. Any updated versions of this Privacy Policy will be published to our website and will be effective from the date of publishing.

12. Links to third party websites

Our website may include links to other websites or applications provided by others.

Accessing these links may allow third parties to collect information about you in accordance with their own privacy policies.

We do not control third-party websites, and we are not responsible for their privacy practices or policies. You should review the privacy policy of any third party and any applicable terms of use when you use their websites and applications.