



Privacy Statement

Calming Waves Support Services (CWSS)

Last updated: 09/10/2025

1. Purpose

Calming Waves Support Services (CWSS) is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the NDIS Quality and Safeguarding Framework.

This Privacy Statement explains how we collect, use, store, and protect your personal information, and how you can access or correct it.

2. What Information We Collect

We collect only the information that is reasonably necessary to provide you with high-quality disability support services. This may include:

- Personal details (e.g. name, address, date of birth, contact information)
- NDIS participant number and plan details
- Health, medical, or behavioural information relevant to your supports
- Emergency contact and family/carer details
- Financial or billing information (where applicable)
- Employment details (for staff, contractors, and applicants)

Sensitive information such as health, cultural, or disability details is collected only with your consent and where it is directly related to service delivery.

3. How We Collect Information

We collect information in several ways, including:

- Directly from you (in person, by phone, email, forms, or our website)
- From your authorised representatives (family members, plan managers, or support coordinators)
- From other service providers or healthcare professionals, where you have given consent
- From publicly available sources, only where appropriate and lawful



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4. How We Use Your Information

We use your personal information to:

- Provide and coordinate NDIS-funded supports and services
- Communicate with you, your family, or representatives
- Maintain accurate service and compliance records
- Invoice, process payments, and manage funding claims
- Improve our services and meet NDIS quality standards
- Comply with legal and regulatory obligations

We will not use your personal information for any purpose other than what it was collected for, unless required by law or with your consent.

5. Disclosure of Information

We may share your information with:

- NDIS Commission and NDIA (for compliance or reporting purposes)
- Healthcare professionals or allied health providers involved in your care
- Support coordinators, plan managers, or guardians you authorise
- Government agencies where legally required

We do not sell, trade, or rent your personal information.

All disclosures are made in line with the Australian Privacy Principles and only when necessary to provide safe and effective supports.

6. Data Storage and Security

We store personal information securely in electronic and/or paper form.

CWSS uses password-protected systems, secure networks, and restricted staff access to protect against unauthorised access, loss, or misuse.

All staff and contractors sign confidentiality agreements and receive ongoing privacy and data protection training.

7. Website Privacy and Cookies

When you visit our website, we may collect non-identifying information such as your IP address, browser type, or pages visited.

This data helps us improve website functionality and user experience.

We do not attempt to identify visitors unless required by law.

Our website may contain links to other sites — CWSS is not responsible for the privacy practices of those websites.



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8. Access and Correction

You may request access to the personal information we hold about you at any time or ask for corrections if you believe it is inaccurate or incomplete.

Requests can be made in writing to our Privacy Officer (see contact details below).

We will respond within a reasonable timeframe and may require proof of identity.

9. Complaints

If you have a concern about how CWSS has handled your personal information, please contact us directly.

We take all complaints seriously and aim to resolve them promptly.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or the NDIS Commission at www.ndiscommission.gov.au.

10. Contact Us

Privacy Officer – Calming Waves Support Services (CWSS)

Email: admin@cwss.com.au

Phone: 03 8905 4247

Address: 5 Fairway court, Pakenham Vic, 3810