



Your Privacy Matters

Together in Motion Services - Easy Read Privacy Notice

Last updated: 4 September 2026

We respect your privacy

We collect personal information so we can understand your needs, provide safe supports, communicate with you and meet our NDIS and legal responsibilities. We only collect information that is reasonably needed for our work.



What information may we collect?



About you

- Name, date of birth and contact details
- NDIS number and plan information
- Emergency and authorised contacts



Support information

- Goals, routines and preferences
- Health, disability and medication information
- Safety, behaviour or care plans when relevant



Service records

- Support notes and incident records
- Appointments, rosters and communication
- Billing and payment information



Photos or recordings

- Only when there is a clear purpose
- We explain why they are needed
- We seek appropriate consent before recording



How do we collect information?

- ✓ Directly from you.
- ✓ From a parent, carer, nominee, guardian or authorised representative.
- ✓ From a Support Coordinator, Plan Manager, health professional, school, hospital or other service with your consent or where the law allows.
- ✓ From forms, phone calls, emails, meetings, referrals and records created while we support you.



Why do we need it?

Plan support

Understand goals and needs

Keep you safe

Follow care and risk information

Work together

Communicate with agreed people

Run services

Roster, bill, report and meet legal duties

What if you do not provide some information?

You can ask us why information is needed. If important information is not provided, we may not be able



to safely provide a particular support, complete a referral, process a service, or meet our legal and NDIS responsibilities.



Who might we share information with?

We only share information when it is needed for your supports, you have agreed, or the law allows or requires it.

 Your support team • Support Coordinator / Plan Manager • Health or allied health professionals • Schools, hospitals or other agreed services	 NDIS and regulators • NDIA where relevant • NDIS Quality and Safeguards Commission • Other authorities where legally required
 Service providers • Secure technology and business service providers • Only where needed to operate our services • Access is limited to what is required	 Emergencies / safety • Emergency services where necessary • Where serious safety concerns require action • Where disclosure is authorised or required by law



How do we keep information safe?

- ✓ We use reasonable physical, electronic and organisational safeguards.
- ✓ Staff and workers are expected to keep participant information confidential.
- ✓ Access is limited to people who need information for their role.
- ✓ We keep information only as long as needed or required, then securely destroy or de-identify it where appropriate.

Cloud and overseas service providers

Some technology providers may store or process information outside Australia. Where this happens, we take reasonable steps required by privacy law to protect personal information. More detail should be available in our full Privacy Policy, including likely overseas locations where practicable.



Your privacy rights

Access Ask to see personal information we hold about you.	Correction Ask us to correct information that is wrong or out of date.	Questions & complaints Ask how information is used or tell us if you have a privacy concern.
--	---	---



If there is a serious data breach

If a data breach is likely to cause serious harm and the law requires notification, we will notify affected people and the Office of the Australian Information Commissioner (OAIC) as soon as practicable.



How to contact us



Tog
eth



If you are not satisfied

- Raise the concern with us first where possible

er in Moti on Ser vice s	• Privacy complaints can also be made to the OAIC • NDIS service complaints can also be made to the NDIS Commission
• Phon e: (02) 7238 3873	
• Mobi le: 0492 915 255	
• Emai l: info @to geth erin moti onn. com. au	
• Web site: toget herin moti on.c om.a u	

OAIC: oaic.gov.au • 1300 363 992

NDIS Quality and Safeguards Commission: ndiscommission.gov.au • 1800 035 544

This Easy Read notice should be read together with our full Privacy Policy.