POLICIES

Privacy policy (full)

Full APP privacy policy

This is the designed public copy. Download the PDF or print this page. Or email privacy@parcaresupports.com and we will send a copy.

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This version 6 November 2026

Next review 3 September 2027

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Policy particulars

Who this policy belongs to

- Entity **Parcare Support Service Pty Ltd trading as Parcare Lifestyle**
- ABN **94 666 356 430**

Skip to main content

Cairns Street, Loganholme QLD 4129

- Approved by **Nicholas Dodemaide, Director and Privacy Officer. There is no Board.**
- Contact **privacy@parcaresupports.com · (07) 3899 1759**

Purpose

This is the APP privacy policy required by Australian Privacy Principle 1. It explains the kinds of personal information we collect and hold, how we collect and hold it, the purposes of collection, use and disclosure, how you can access or correct it, and how you can complain. A shorter summary is at parcarelifestyle.com/privacy-policy. If the summary and this document ever differ, this document prevails.

What we collect

We collect personal information and, where needed, sensitive information (including health and disability information). For participants this can include name, contact details, date of birth, NDIS number, support needs, living arrangement, nominees, progress notes, incidents, and funding information needed to deliver supports. For workers and applicants this can include identity, contact, credentials, and information needed to roster and pay people. Website forms collect the fields you submit. We do not collect more than we need.

How we collect it

We collect information from you (in person, by phone, email, forms and this website), from people acting for you, and from other providers or agencies where that is authorised. Collection is by lawful and fair means.

Why we collect, use and disclose it

We collect, hold, use and disclose personal information to deliver NDIS supports, employ and roster workers, meet Practice Standards and worker-screening duties, pay people, manage incidents and complaints, keep records the law requires, and defend or bring a

Skip to main content

nation for the primary purpose, a related secondary purpose a y expect, with consent, or where a law requires or authorises it.

Usual recipients include treating practitioners you have authorised, the NDIA, the NDIS Commission, worker-screening and Blue Card agencies, insurers, auditors, ATO or a court if required, and emergency services if there is a serious threat and we cannot ask first. We do not sell personal information. We do not use it to train a public AI model.

Systems we use

We use VisualCare for care records, Microsoft 365 for email and files, Xero for accounts and payroll, Twilio for SMS, WordPress for parcarelifestyle.com, and rostering and notes software we operate. Our main phone line, (07) 3899 1759, runs on Cadiz3 (ECN Group). Calls to it are recorded and transcribed, and Cadiz3 keeps its recordings for 90 days unless we need one as part of a record. It puts every call through to our rostering line, 0468 032 653, which runs on Twilio. Calls to the rostering line are recorded and transcribed. If no one from our rostering team can take the call, you can leave a message, which is recorded and transcribed for the team. At times an AI assistant built on ElevenLabs answers instead, notes what the call is about and passes it to the team. Section 10 explains where software makes, or helps us make, rostering decisions. Texts, recordings and transcripts from the line are kept with our rostering records. Some of these providers, including Twilio and ElevenLabs, are based overseas, so we are likely to disclose some personal information to recipients outside Australia. This policy does not include an overseas disclosure country list. We will add one only when every relevant processor location has been verified.

Security and retention

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure. When we no longer need it, and no law requires us to keep it, we destroy or de-identify it. NDIS claim records are kept for at least seven years from the day the claim is made. Child records may be kept longer. Staff follow the Information Management Policy and the Information Security Policy. Those operational policies are on the public policy register by title. The full text is held internally.

Skip to main content

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You can ask to see or correct personal information we hold. Write to the Privacy Officer. We take reasonable steps to confirm who you are before we give access or make a change, and we respond as soon as practicable.

Complaints

Complain to us first through parcarelifestyle.com/complaint or privacy@parcaresupports.com. You can complain to the Office of the Australian Information Commissioner at any time (1300 363 992, oaic.gov.au). You do not have to finish our process first. NDIS service complaints: NDIS Quality and Safeguards Commission 1800 035 544. A complaint does not change your supports. Interpreter: TIS 131 450. National Relay Service: 133 677.

How we contact you

See How we contact you. That page is how you check a message. It is not a public data-breach statement.

Automated decisions and AI

We use software, including artificial intelligence (AI), to help run our services. This section explains where a computer program makes a decision that could significantly affect you, or does something that helps one of our team make that decision. It tells you what personal information those programs use and how to ask about or challenge a decision. It meets Australian Privacy Principles 1.7 to 1.9.

Most of this software is Parkways, the care, rostering and billing system we use. Its AI features use Anthropic's Claude models, run through Amazon Web Services in Australia. Our office team also uses an AI assistant in Cursor, a US service. It is set up so what staff type is not used to train AI models. The AI phone assistant on our rostering line is described in section 5. We do not use software to decide whether you get NDIS funding. The NDIA makes those decisions.

Skip to main content

Personal information these programs use

About participants: name, contact details, address and NDIS number; plan, funding and service agreement details; support needs, goals and preferences, including which workers you prefer or do not want; feedback you give us about workers; shift notes and incident reports; and health, disability and medication information. Health, disability and medication information is sensitive information. It is used to review shift notes and incidents, to check medication against your orders, and to draft progress reports and support plans.

About workers and job applicants: name, contact details, gender and languages; skills, qualifications, training and screening checks (such as Blue Card and NDIS Worker Screening); home location for travel; availability, leave, rostered hours and clock times; kilometres travelled; notes and incident reports they write; employment type and pay level; ratings and comments about them from participants and Support Facilitators; and the recording and transcript of a performance review meeting.

About residents in our supported accommodation: rent payments and the bank deposit details that come with them, such as the payer's name and the amount.

Decisions made by software on its own

These take effect without a person acting first. A person can always review and change the result.

- **Open shifts offered to several workers.** The first worker to accept gets the shift, and later acceptances are declined. This does not apply when the office has set an offer to need its confirmation.
- **Travel limits.** The kilometres recorded for a shift are capped at the limit in the participant's service agreement or set for that shift. Kilometres over the cap are not paid to the worker or charged to the participant.
- **NDIS billing codes and prices.** Each support is given the NDIS support item and price that matches the service agreement, the time and day (weekday, Saturday, Sunday or public holiday) and the NDIS price limits, and travel is coded the way the NDIS allows. A person issues every invoice.
- **Records the system keeps up to date.** Worker credentials are marked expired on [illegible]stering a worker with an expired credential raises a warning but is [illegible]pport worker gets a performance score, updated nightly and

Skip to main content

whenever something changes, from their attendance, clock-ins and clock-outs, notes, compliance, feedback from participants and Support Facilitators, shift offers accepted and incidents. Sick and carer's leave is not part of the score. A low score opens a review flag for a manager to look at. A missed shift, or a cancellation inside 2 hours of the start, puts a mark on the worker's attendance record; if the record says sick or carer's leave, the mark does not count unless a person decides otherwise. AI records when a shift note shows progress toward one of a participant's goals, and those records feed progress reports. A rent deposit is matched to a resident when the match is clear, and anything unclear is left for a person. A job application imported from a job board is skipped when its name matches someone already in our system.

Decisions where software helps our team decide

In each of these, software recommends, flags, calculates or drafts, and a person makes the decision.

- **Rostering.** Software suggests and ranks workers for a shift using availability, leave, hours, skills, language, gender where a participant has asked for it, travel distance, continuity of support and the participant's preferences and restrictions. It also filters who receives a shift offer. A coordinator chooses who works.
- **Shift notes, incidents and risk.** AI reviews shift notes, flags possible incidents, risks or missing detail, and alerts managers. It suggests how serious an incident is and whether it may need reporting to the NDIS Quality and Safeguards Commission. A serious incident opens a risk review for the participant. A person decides what happened, what to report and what to do next.
- **Medication.** Software checks each dose against the participant's orders, such as the maximum dose, timing and two-person checks. It asks the worker to confirm, alerts the person responsible for the participant's medication, and never blocks care.
- **Plans, agreements and reports.** AI drafts progress reports, support plans, service agreements, quotes and wellbeing scores. It can also pre-fill forms from documents you give us. Staff check and finalise every draft, and you sign your service agreement.
- **Billing and funding.** Software works out which funder or plan manager pays each line, [redacted]e agreement's budget or period would be exceeded, and refuses a [redacted]S price limit. When a shift is cancelled, it suggests whether the

Skip to main content

cancellation can be charged and what the worker is paid. Staff can change both and create every invoice.

- **Pay.** Software calculates pay under the award, including penalties, overtime, allowances and leave. The Director approves every pay run.
- **Referrals.** AI reads incoming emails to pick out referrals and the details in them. Every email is still filed for our intake team to read.
- **Staff performance reviews.** AI drafts answers and ratings from the recorded review meeting, and may draft an improvement plan. The reviewer edits and signs the review.
- **Warnings.** Software drafts a meeting letter and a written warning from a worker's attendance record or score. A manager meets the worker, hears their response, decides whether a warning is right, and issues it. Nothing goes to the worker until a person sends it.

Asking about or challenging a decision

You can ask us whether software played a part in a decision about you, what information it used, and for a person to look at the decision again. Email privacy@parcaresupports.com or call (07) 3899 1759. You can also complain through section 8, including to the OAIC. Asking or complaining does not change your supports.

Related public pages

Collection of Information Statement. Public policy register.

Review

This version is dated 6 November 2026. Next review 3 September 2027, or earlier after an OAIC inquiry, a data breach, or a Commission notice. First published on this website on 7 February 2024 (WordPress page 3). Wayback capture 21 April 2026.

Complaints about privacy: OAIC 1300 363 992. NDIS service complaints: NDIS Commission 1800 035 544. Supports do not change because you complain.

Skip to main content

PARCARELIFESTYLE

Enabling choice. Fostering independence.
Building community.

(07) 3899 1759

info@parcaresupports.com

Unit 5/5-7 Cairns St, Loganholme QLD 4129

SERVICES

- Supported Independent Living (SIL)
- Short Term Accommodation and Respite
- Community Access and Participation
- Daily Living Support
- Individualised Living Options (ILO)

HOUSING

- Current vacancies
- SIL vacancy Tanah Merah
- Home and living options
- SDA in Queensland
- NDIS accommodation Logan

LOCATIONS

- Logan
- Brisbane
- Brisbane South
- Redland City
- Gold Coast
- Ipswich
- Melbourne
- Frankston

Skip to main content

Parcare Lifestyle is a trading name of Parcare Support Service Pty Ltd. ABN 94 666 356 430. Registered NDIS provider 4050161227.

Not happy with a support? Tell us on the feedback page, or contact the NDIS Quality and Safeguards Commission on 1800 035 544.

Parcare acknowledges the Traditional Custodians of the lands on which we live and work, and pays respect to Elders past and present.

Privacy policy Full privacy policy How we contact you Collection statement Policy register

Centrepay complaints policy Feedback and complaints Accessibility

