

Privacy Policy

The National Disability Insurance Scheme (NDIS) Worker Screening Unit (Screening Unit) within the [Department of Communities](#) is committed to ensuring the privacy of your personal information and complies with all relevant State and Commonwealth legislation.

The Screening Unit collects and holds your personal information to administer the functions and activities related to the [National Disability Insurance Scheme \(Worker Screening\) Act 2020](#).

When you submit your application for an NDIS Worker Screening Check (NDIS Check), you are required to provide ongoing consent to the collection, use and disclosure of information about you that is relevant to processing your application and assessing whether you should be granted with, and continue to hold, an NDIS Check clearance.

What kind of personal information does the Screening Unit hold?

The information obtained as part of an NDIS Check will include criminal history information for anyone with a record and may also include:

- Criminal history information from criminal records agencies throughout Australia, including a Nationally Coordinated Criminal History Check which discloses information held by police services across Australia
- Court information and transcripts
- Department of Communities records such as child protection investigations, records of contact or child protection orders
- Apprehended Violence Orders, Domestic Violence Orders or restraining orders
- Workplace misconduct, which comes to light through complaints, serious incident reporting or other conduct as outlined by the Reportable Conduct Scheme
- Police history information relating to charges and/or convictions for offences recorded

overseas, which may, in certain circumstances, be obtained.

Where your history requires the Screening Unit to undertake a risk assessment, additional information may be requested. Further information on what is obtained as part of a risk assessment can be found on the [NDIS Check](#) website.

What does the Screening Unit do with my personal information?

The Screening Unit collects and holds personal information about you for the purpose of:

- verifying your identity
- determining whether a risk assessment is required
- assessing and determining whether you pose an unacceptable risk of harm
- ongoing monitoring
- conducting an internal or external review of a decision
- complaints management

- performing any other legislative or administrative functions.

Your personal information including, but not limited to, your name, date of birth and gender or NDIS Check status may be provided to state and other police jurisdictions for the purpose of ongoing monitoring.

The outcome of your NDIS Check is held by the [NDIS Quality and Safeguards Commission](#) in the NDIS Worker Screening Database and is accessible by NDIS providers and employers linked to you. Your criminal history information will not be provided to your employer.

The Screening Unit may disclose your personal information but only where it is able to do so in accordance with the NDIS Worker Screening Act. The Screening Unit may disclose personal information to other relevant parties, including other Commonwealth, state or territory screening agencies, regulatory bodies (such as the NDIS Quality and Safeguards Commission) or other professional associations where it is legally able or required to do so.

What personal information does the Department of Transport retain from an online application?

The Department of Transport sends the details of your online application to the Screening Unit's database and deletes any information it is not authorised to keep. The Department of Transport retains limited details of your transaction. This includes the time and date of your transaction and the application fee collected.

The Department of Transport does not retain any information about your employment or answers to self-disclosure and optional demographic questions. Audit processes are in place to ensure personal information is deleted and not accessed inappropriately.

How does the Screening Unit protect my privacy?

The Department of Communities complies with the whole-of-government [Cyber Security Policy](#). It takes precautions to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. This includes:

- securing paper files in locked cabinets

- the use of appropriate firewalls for its information management systems
- password protection for system access
- restricting physical access to the Screening Unit
- destroying personal information securely if no longer required.

How can I access the personal information held by the Department of Communities about me?

The *Western Australian Freedom of Information Act 1992* gives you the right to apply for access to personal information held by State Public Sector agencies such as the Screening Unit. Further information, including how to lodge an application to access information, can be found at [Freedom of Information | Access to Records | Department of Communities](#).

What if my criminal record information is inaccurate?

In certain circumstances, the Screening Unit will provide you with the information it considered when making an adverse decision. If you identify that any information obtained about your criminal record is incorrect, out of date or misleading, you can let the Screening Unit know by emailing NDISCheck@communities.wa.gov.au. Your email should include the reasons for the dispute and provide documentation to support your claim. The Screening Unit will lodge your dispute into a national database for further investigation. Once the dispute has been concluded, the Screening Unit will advise you if the dispute was successful or unsuccessful. If the dispute is unsuccessful, you may challenge this outcome and additional documentation may be collected to support the challenge.

How can I complain about a breach of my privacy?

If you have a complaint with regards to how the Screening Unit has handled your personal information, you can lodge a complaint via [Complaints and Feedback | Department of Communities](#).