

Privacy Policy

Ascend Health Plus (AHP), Ascend Messenger & Ascend Health Group Website

Operated by: Ascend Health Group Pty Ltd (AHG), ABN 84 623 038 362

Ascend Health Plus: www.ascendhealthplus.com

Ascend Messenger: www.ascendmessenger.com.au

Website: www.ascendhealthgroup.com.au

Registered office: Level 10/16 St Georges Terrace, Perth WA 6000

Effective date: 01/07/2026

About

Ascend Health Group Pty Ltd (we, us, our, AHG) operates the Ascend Health Plus platform (AHP), software used to deliver and administer support under the National Disability Insurance Scheme (NDIS). We take the privacy of the people we work with seriously. This policy explains what personal information we collect, why we collect it, how we use and protect it, who we share it with, and the rights you have over your information. It is written to meet our obligations under the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and to support our obligations as an NDIS provider under the National Disability Insurance Scheme Act 2013 and the NDIS Practice Standards.

Who

This policy applies to everyone whose personal information we handle, including:

- NDIS participants who receive support recorded or managed through AHP.
- Representatives of participants (nominees, guardians, family members, and support coordinators) who interact with us on a participant's behalf.
- Support workers, therapists, and other staff or contractors who use AHP to deliver or record services.
- Visitors to our website at www.ascendhealthgroup.com.au.

Information we collect

Personal information

Version History

Documents accessed via www.ascendhealthgroup.com.au or www.ascendhealthplus.com or www.ascendmessenger.com.au reflect the most current and active version. Details of version history can be accessed only via the Ascend Health internal drive.

Personal information is information that identifies you or could reasonably identify you. This may include:

- Name, date of birth, and contact details (address, phone, email).
- NDIS participant details, including your NDIS number and plan information.
- Funding and financial details, including funding allocations, service agreements, invoices, and payment records.
- Records of the support and services delivered to you, including bookings, support logs, and progress notes.
- Account and login details used to access AHP.

Sensitive information (including health information)

Some of the information we hold is sensitive information under the Privacy Act, which is given extra protection. This typically includes:

- Health information, including disability information, diagnoses, allied health, and therapy records.
- Behaviour support plans and related records.
- Risk assessments and incident records, including any records relating to restrictive practices.

Note: We generally only collect sensitive information where it is necessary to deliver your supports, with your consent, or where we are permitted or required to do so by law.

Technical information

When you use AHP or visit our website, we automatically collect certain technical information so the platform can function securely, including device information, log data, and IP address.

How we collect information

We collect personal information in several ways:

- **Directly from you:**
 - When you register, enter into a service agreement, complete a form, or communicate with us.
- **From your representatives:**
 - Such as a support coordinator, nominee, or family member, where you have consented or where permitted by law.
- **From third parties:**
 - Such as the National Disability Insurance Agency (NDIA), plan managers, or other providers involved in your support, where permitted.
- **Automatically:**
 - Through the platform via technical information.
 - For most of what we do, delivering and recording NDIS supports, we need to know who you are, meaning anonymous interactions are generally not practicable for service delivery.

Why we collect, hold, use and disclose information

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We collect and use personal information for purposes connected to delivering and administering NDIS supports, including:

- Providing, scheduling, recording, and coordinating supports and services.
- Managing participant funding, service agreements, invoicing, and payment claims.
- Maintaining progress notes, support logs, and records required of an NDIS provider.
- Managing risk, safety, and incident reporting obligations.
- Meeting our legal, regulatory, and reporting obligations to the NDIA and the NDIS Quality and Safeguards Commission.
- Operating, securing, maintaining, and improving the AHP platform and the Ascend Messenger App.

Providing your information and consent

To deliver NDIS supports and meet our legal obligations, AHP must collect and hold certain personal and health information. Providing this information is a necessary part of receiving services; if it is not provided, we may be unable to deliver supports to you.

Account Deletion vs. Statutory Data Retention We distinguish between your user-facing digital account and the clinical health records we are legally mandated to maintain.

- **Account Deletion (Profile & Access):** If you no longer wish to use AHP services, you may request the deletion of your digital account. Upon request, your account will be immediately deactivated, removing your login credentials and profile access.
- **Data Retention (Clinical & Health Records):** Your clinical and health records cannot simply be destroyed upon request due to strict state and federal compliance laws. Following account deactivation, all health records and service delivery data will be securely archived. In compliance with NDIS guidelines and state statutory frameworks, these records will be securely stored for the legally required period of 7 to 25 years (depending on the participant's age and relevant state legislation) before permanent disposal.

User Safety, Dignity & Moderation

We are committed to providing a safe, respectful, and dignified environment. AHP strictly enforces a zero-tolerance policy regarding abusive, defamatory, or discriminatory behavior.

- **Zero-Tolerance Behaviors:** We strictly prohibit the use of profanity, threats, intimidation, defamation, or discriminatory remarks based on race, ethnicity, religion, gender, sexual orientation, or disability.
- **In-App Reporting (Ascend Messenger):** Users can report inappropriate content or block abusive users directly within Ascend Messenger. While abusive usage between users is not possible within the AHP platform or the Ascend website, we provide these tools as a preventative measure with Ascend Messenger only.
- **24-Hour Review:** All reported content will be reviewed by administrators and acted upon within 24 hours.

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- **Consequences:** Violations will result in the immediate removal of offending content, temporary account suspension, permanent termination, or reporting to relevant legal authorities if a threat of violence is detected.

Mobile Device Permissions

To provide certain features and functionalities, the Ascend Messenger app may request access to specific hardware features on your mobile device.

We only access these features when necessary, which may include:

- Camera: Accessed only when you choose to capture or upload photos and documents directly within the Ascend Messenger app.
- Location: Accessed to provide location-specific services or verify your region.
- Notifications: Used to send you important alerts, updates, or reminders regarding your account.

Managing Your Permissions: You have full control over these hardware permissions.

You can grant, deny, or revoke access at any time by adjusting the settings directly on your mobile device:

- iOS (Apple): Go to Settings > scroll down to AHP > toggle the relevant permissions (Camera, Location, Notifications) on or off.
- Android: Go to Settings > Apps > AHP > Permissions > select the specific feature to adjust its access.

Who we share information with

We do not sell personal information. We share it only where necessary, which may include:

- The NDIA and the NDIS Quality and Safeguards Commission.
- Plan managers and support coordinators involved in managing your plan.
- Other providers involved in your supports (generally only with your consent, except in emergencies).
- Others where required or authorised by law (e.g., court orders or mandatory reporting).

Service providers and overseas handling

We use third-party providers for business functions such as hosting, payments, email, and accounting. AHP is hosted securely on Amazon Web Services in the Asia Pacific (Sydney) region, meaning core logs are stored in Australia. However, some third-party providers may store or process information overseas (mainly in the United States). Where that happens, we take reasonable steps to ensure your information is protected in line with the Australian Privacy Principles.

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Government identifiers

We do not use government identifiers (such as your NDIS or Medicare number) as our own internal account identifier. We only use them for the limited purposes for which they are intended, such as NDIS plan administration.

Data breaches

We handle sensitive information and are committed to protecting it. If a data breach occurs that is likely to result in serious harm to affected individuals, we will respond in line with the Notifiable Data Breaches scheme under the Privacy Act, including notifying affected individuals and the Office of the Australian Information Commissioner (OAIC) where required.

Accessing and correcting your information

You have the right to ask for access to the personal information we hold about you, and to ask us to correct it if it is inaccurate or out of date. We will take reasonable steps to verify your identity before providing access and will respond within a reasonable time.

Complaints and contact details

If you have a question about this policy, want to access or correct your information, or want to make a privacy complaint, please contact us:

- **Privacy Contact:** Ania Czekaj, Software Developer
- **Email:** developer@ascendh.com.au
- **Phone:** 1800 573 116
- **Post:** Level 10/16 St Georges Terrace, Perth WA 6000

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au or 1300 363 992.

You can also raise concerns about NDIS services with the NDIS Quality and Safeguards Commission at ndiscommission.gov.au or 1800 035 544.

Changes to this policy

We may update this policy from time to time. The current version will always be available on our website at www.ascendhealthgroup.com.au and within the platforms.

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