



Let's talk about

Privacy And Confidentiality Policy

Easy Read English



About this document



THIS DOCUMENT TELLS YOU ABOUT OUR PRIVACY AND CONFIDENTIALITY POLICY. THE PRIVACY AND CONFIDENTIALITY POLICY SAYS HOW WE DO WHAT THE LAW SAYS WE MUST DO TO PROTECT YOUR PRIVACY.



PRIVACY MEANS THAT ANY PERSON HAS THE RIGHT TO HAVE THEIR PERSONAL INFORMATION TO NOT BE TOLD OR SHOWN TO ANYONE.



CONFIDENTIALITY MEANS THAT THERE IS A DUTY TO KEEP YOUR PERSONAL INFORMATION PRIVATE AND PROTECTED. IF YOU WOULD LIKE TO KNOW MORE INFORMATION OR YOU HAVE A QUESTION, PLEASE ASK OUR STAFF.

Your privacy



THIS DOCUMENT IS ABOUT YOUR PRIVACY. THIS DOCUMENT WILL TELL YOU:

- WHAT WE KNOW ABOUT YOU
- WHY WE KNOW THINGS ABOUT YOU
- HOW WE WILL USE WHAT WE KNOW
- HOW WE WILL KEEP WHAT WE KNOW SAFE
- WHAT WE DO WHEN YOUR PERSONAL INFORMATION HAS BEEN ACCESSED WITHOUT YOUR CONSENT.



THERE ARE LAWS TO PROTECT YOUR PERSONAL INFORMATION. PERSONAL INFORMATION IS ANYTHING THAT IS ABOUT YOU. THIS COULD BE:

- YOUR NAME
- WHERE YOU LIVE
- YOUR DATE OF BIRTH
- YOUR JOB OR DAY ACTIVITIES
- INFORMATION ABOUT YOUR DISABILITY.

Your privacy



WE WILL KEEP YOUR
INFORMATION PRIVATE.



THIS MEANS WE WILL NOT TELL
PEOPLE YOUR PERSONAL
INFORMATION UNLESS WE HAVE
TO.

YOU DO NOT HAVE TO GIVE US
YOUR PERSONAL INFORMATION.
IF YOU CHOOSE NOT TO GIVE US
PERSONAL INFORMATION WE
MAY NOT BE ABLE TO GIVE YOU
SERVICES YOU NEED.



WHY DO WE KEEP YOUR
PERSONAL INFORMATION?

WE ASK FOR YOUR PERSONAL
INFORMATION FOR DIFFERENT
REASONS:

- IT HELPS US TO PROVIDE THE
RIGHT SERVICES AND
SUPPORTS
- WE CAN HELP WITH YOUR
COMPLAINTS
- WE CAN GET THE RIGHT
WORKERS FOR YOU.

What personal information do we keep?



THE PERSONAL INFORMATION WE KEEP MIGHT INCLUDE:

- YOUR NAME
- YOUR DATE OF BIRTH
- YOUR PHONE NUMBER
- YOUR EMAIL ADDRESS
- INFORMATION ABOUT YOUR DISABILITY.



SOMETIMES YOUR PERSONAL INFORMATION IS SENSITIVE INFORMATION.

SENSITIVE INFORMATION IS NORMALLY PRIVATE AND CAN INCLUDE:

- YOUR CULTURAL BACKGROUND
- YOUR RELIGIOUS BELIEFS
- YOUR SEXUAL ORIENTATION
- INFORMATION ABOUT YOUR HEALTH.



WE ALSO KEEP PERSONAL INFORMATION ON:

- OTHER SERVICE PROVIDERS YOU RECEIVE SERVICES FROM
- YOUR FAMILY OR CARERS
- OUR STAFF.



WE WILL NOT TELL ANYONE ABOUT YOUR PERSONAL INFORMATION UNLESS WE HAVE TO. THE NDIS COMMISSION MIGHT NEED THE INFORMATION TO KEEP YOU SAFE.

How do we use your personal information?



WE WILL USE YOUR PERSONAL INFORMATION TO HELP US PROVIDE THE BEST SERVICES AND SUPPORTS.

WE MIGHT NEED TO TELL OTHER PEOPLE ABOUT YOU BECAUSE THEY GIVE YOU THE SUPPORTS YOU NEED.

YOU NEED TO GIVE CONSENT FOR US TO TELL OTHER PEOPLE YOUR PERSONAL INFORMATION. CONSENT MEANS YOU SAY 'YES'.



WE MIGHT GIVE OTHER PEOPLE YOUR INFORMATION WHEN YOU HAVE NOT GIVEN CONSENT IF:

- THE LAWS SAY WE MUST
- IT WILL KEEP YOU SAFE.

YOU CAN ASK US ANY TIME ABOUT THE PERSONAL INFORMATION WE KEEP ABOUT YOU.



YOU CAN REQUEST A COPY OF YOUR PERSONAL RECORDS.

How do we keep your personal information safe?



WE KEEP PAPER RECORDS SAFE
IN OUR OFFICES UNDER LOCK
AND KEY.



WE KEEP YOUR PERSONAL
INFORMATION STORED ON
COMPUTERS PROTECTED WITH A
PASSWORD.



ONLY STAFF WHO PROVIDE
SUPPORTS AND SERVICES TO
YOU CAN SEE YOUR PERSONAL
INFORMATION.
WE ONLY KEEP YOUR PERSONAL
INFORMATION AS LONG AS WE
NEED IT.



WE ONLY KEEP YOUR PERSONAL
INFORMATION AS LONG AS WE
NEED IT.



WE DESTROY YOUR PERSONAL
INFORMATION WHEN WE NO
LONGER NEED IT

What happens when someone accessed your information without your consent?



WHEN SOMEONE HAS ACCESSED YOUR PERSONAL INFORMATION WITHOUT OUR PERMISSION AND WITHOUT YOUR CONSENT, THIS IS CALLED A DATA BREACH.



IF A DATA BREACH HAPPENS:

- WE WILL TELL YOU WHAT HAPPENED
- WE WILL TAKE ACTION TO MAKE SURE YOU WILL NOT BE HARMED
- WE WILL FIND OUT WHY IT HAPPENED
- WE WILL IMPROVE THE WAY WE HANDLE YOUR PERSONAL INFORMATION
- WE MAY HAVE TO REPORT THIS TO THE GOVERNMENT
- THIS WILL NOT AFFECT THE SERVICES WE PROVIDE YOU.