

Your Right to Privacy



This document is about how we use your private information and keep it safe.

It is written in a way that is easy to read.



We respect your privacy and we follow laws about private information.

We only ask you for the information we need to support you and your family.

We make sure your information is up to date.



When you sign your Service Agreement you will also be asked to sign a **consent**.

Signing it means you let us keep a record of your private information.

You have the choice to sign it or not and you can change your mind any time.

What we do with your information



The information we keep will be respectful and the truth.

We keep your information confidential.



If a staff member tells other people your private information they will get in trouble.

Staff only know your information if they need it for their work.



You can look at any records we have about you.

You can ask any questions about how we keep your information.



We might keep records of emails you send us or emails we send you.

We might use your information for research but we will not say who you are.



Your information will not be shared with anyone unless you write down that it is ok.

Private information will not be left lying around the office if people who are not allowed to see it walk past.



We would share your information without permission if we are worried about your safety or if the law says we must.



NDIS Quality and Safeguards Commission

If you live in NSW we must tell the NDIS Commission if we find out you have hurt another client or if a staff member or client has hurt you.



ACT
Government

If you live in the ACT we must tell the Human Services Registrar.

We ask you to sign a form to let us take and use photos and videos of you.



It is OK to say no to having your photo taken or used.