

# Privacy

Easy English version



# How to use this booklet

This information is written in an easy to read way.

Some words are written in **bold**. We explain what these words mean.

This Easy Read document is a summary of another document.

You can ask staff for the other document.

You can ask for help to read this document.

A friend, family member or support person may be able to help you.

# What is this document for?

We need to know information about you to answer your questions or to help and support you.

We might need to know your **personal information**:

- Your name
- Your date of birth
- Your address and phone number
- Your email address
- Information about your health
- Information about your family

You may not want other people to know these things about you.

This document tells you what we can and can't do with your information.

# How do we communicate?

It is very important for us to communicate with you. This is how we know what you need and how we can help.

We communicate in different ways:

- Talk in person
- Talk on the phone
- Write letters and emails
- You read our books and documents
- You go to our website

We make our website easy to read so that everyone can find what they need.

We want to talk to you directly and help you do what you want and make decisions. Tell us about your interests and goals, what you like and don't like.

# **Your personal information**

We need to know information about you so that we can answer your questions or to help and support you. We collect, store, retain use and may disclose your personal information when we need to.

Tell us if anything changes, like when you have a new phone number or a new email address or move to another house.

When we need to know more about you we will ask for your permission to ask another person, like your doctor.

We will tell you who we need to ask and why.

We will only ask for things we need to know to support you.

Tell us if you want to know what information we have about you.

# How do we keep your information safe?

All documents with your information on them are in a safe cupboard that we lock with a key.

All computer files with your information are protected by special programs that don't let other people see them.

We will not talk about you with other people. We will only talk about you if you ask us to or give us permission.

We will not put your information on the internet, notice boards and other places where everyone can see it.

We will delete your information and destroy documents when we don't need it anymore, like if you move to another place or don't need our help any longer.

# **When do we have to tell others about you?**

We are here to support you and other clients.

There are laws that make us report information about you if anything happens that may put you in danger.

We may have to report to the Police, to Disability Services or to the NDIS Quality & Safeguards Commission if anything happens that may harm you or put you in danger or if you do anything that may harm others or put them in danger.

We will tell you and your family or support person when we have to report information about you.