

Information Collection, Privacy & Confidentiality Easy Read Guide– (ER1)

There are laws to protect your personal information. In Australia, the law about personal information is called the Privacy Act 1988.

This means that services such as ours must keep your information safe.

Our service maintains privacy and confidentiality controls.

We must not share your information with other people unless you say that is OK to do so.

Your privacy means: • things we know about you • what we do with what we know	This information will tell you: • what we know about you • why we know things about you • how we will use what we know • how you can change what we know
Personal information could be about: • your name • where you live • your date of birth • your personal circumstances	We will keep your information private. Private means we will not tell people about it unless we are required.

What we keep The personal information we keep is: • your name • your personal details • information about your support needs • what supports you get	How we get personal information We get personal information from: • you • someone who helps you with meeting your needs
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For example, • a family member or support person • community service providers & organisations • government agencies	You can give consent for other people to give us your information. Consent means you say yes. You do not have to give us all your personal information. If you do not consent, we might not be able to give you the supports you need.
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We might ask you for your information: • by phone • by email • in person	If you are not sure the person you speak to is from our service, you can: • ask them to provide enough identifying information to satisfy you • call us back and ask for the contacting person by name
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If you think you spoke to someone who is not from our service do not tell them your personal information

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We use personal information to help us: • provide you support services • manage the way we support you • contact you	We might need to tell other people about you because they: • help with your support planning • give you supports you need
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When we help create your supports you consent for us to tell other identified service providers about you.

How we keep your personal information safe

We keep paper records safe in our offices. We keep information on our computers safe. We only tell people your information if the law says they can know. We do not know the personal information of people who use our website.	We can provide you with access to the information we hold about you. You can tell us if the personal information we have about you is wrong and we will work with you to fix these issues. We can tell other service providers about changes to your personal information for you.
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When do we **HAVE** to use your personal information

Sometimes we MUST use your information, such as in an emergency, or a critical incident. When we do this we will let you know if the law allows us to. We only tell people your information if the law says they can know.	This may happen for: • Suspected Child Abuse • Threats to life or safety • Data Breaches • Police or Court investigations
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We understand that you may have questions or feedback regarding this information.

We welcome your contact to address any concerns you may have.