



BRAVER TOGETHER

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BRAVER TOGETHER

PRIVACY AND
CONFIDENTIALITY

YOUR PRIVACY IS IMPORTANT

ABOUT YOUR INFORMATION

To support you, we need to know some things about you. There are laws to make sure your information is kept private. These laws say how we can:

- collect information
- store information
- access information
- use information

This brochure explains how we follow those laws, respect your privacy, and what you can do to make sure your privacy is respected.

IT BELONGS TO YOU KEEPING IT SECURE

Asking about you

Your personal information belongs to you.

We need your permission to collect information about you. And to share your information.

You don't have to give permission.

Your information helps us provide good and safe services.

We only ask for information we need. We will tell you why we need it. That includes photos and videos too.

If you don't understand why we need information, it's OK to ask us.

Keeping it safe

We will protect your information and only use it for the right reasons, and only show the right people.

The people who work with you need to see your information. It helps them deliver better services. We will only share your information if:

- you give permission to share it, or
- we are very worried about your safety, or
- if the law requires us to share it.

You can see your information too — just ask us.

KEEPING IT UP TO DATE

Keeping it right

If your information is not correct, we may be unable to do a good job. Give us correct information and help us keep it up to date.

If your personal information changes, please let us know.

- Have you moved to a new house?
 - New phone number?
 - New service provider?
 - New contact?
- remember to tell us!

We will also check your information regularly and update it.



IT'S OK TO COMPLAIN
That is how we can learn
and improve

ADVOCATES CAN HELP YOU COMPLAIN

On a NDIS Plan?

The National Disability Advocacy Program can help you work with an advocate. Email them at:

disabilityadvocacy@dss.gov.au

Not on a NDIS Plan?

You can write to:

Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601
Or search "disability advocate" online.

ON A NDIS PLAN?

You can contact the NDIS Commission:

Website:
www.ndiscommission.gov.au

Phone: 1800 035 544

Interpreters can be arranged

TELL US WHAT YOU THINK OR IF WE HAVE MADE A MISTAKE

Use our online feedback form:

<https://forms.office.com/r/sMS4N7LQ9A>