



Privacy and Your Personal Information

This document tells you about your privacy and your personal information



To help us provide you with the proper support and services, we collect and store personal information about you.



We use your personal information to work with you to design supports and care that meets your needs.



Personal information can include:

- your name, address, and phone number
- your advocate's contact details.
- details about people who you are close to (mum, brother, or a good friend)
- supports you need.
- your medical records
- providers you use.
- why and how we are helping you.



It is our responsibility to keep your personal information private and safe.



We only share your information with others if you say "yes" or if the law says we must.



You can say 'no' when asked to share your information with government agencies (like the NDIS).

This instruction means you opt-out of sharing your personal information.



We will ask you to sign an information consent form.

The form gives us your approval to use your personal information.



We also ask you to include all the people you are happy to share your personal information with on the form.



Your information will only be shared with people who you have said can see it, like:

- an advocate
- a trusted person
- other support providers
- support workers
- government organisations that support you.



You can:

- ask our CEO to see your personal information at any time.
- tell us to correct wrong or incomplete information.
- tell us if you think the information is wrong and must be deleted.