

Your privacy

Your personal and health information will be collected and handled in accordance with the Australian Privacy Principles. When we collect information about you, we will provide you with details of how your personal information is handled and obtain your consent.

Consent must be given before any service commences. This consent may be either in writing or verbal. The sharing of your information with other service providers may be needed to assist in your care. This will only happen if you give permission or it is required by law.

This content is about your privacy. Privacy means

- things we know about you
- what we do with what we know.

This page 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

There are laws to protect your personal information.

Personal information could be about

- your name
- where you live
- your date of birth
- your health or disability information.

We will keep your information private. Private means we will not tell people about it unless we have to.

What we keep

The personal information we keep is

- your name
- information about your disability
- what supports you get.

We will not tell anyone about your personal information.

How we get personal information

We get personal information from

- you
- someone who helps you with the NDIS.

For example,

- a carer
- disability service providers
- other government departments.

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.

We might ask you for your information

- by phone
- by email
- in person.

How we use personal information

We use personal information to help us

- give you services
- contact you.

We might need to tell other people about you because they

- help with your NDIS plan
- give you supports you need.