

Easy Read - Privacy and Confidentiality Policy

About this Form

This policy talks about your privacy and confidentiality.



Your privacy

Your privacy is important.



We will keep your personal information safe.



We will only use your information when we need it to support you.



We follow privacy laws and NDIS rules.



What is personal information?

Personal information is information about you.



It might include your name and date of birth.



Contact details and NDIS information.



Your reports and assessments,
or photos and videos if needed.



Why do we collect information?

We collect information to provide
services to you.



It also helps us understand your
goals and support needs.



It helps us to build your skills and
independence.



It helps to ensure we all meet NDIS requirements.



We only collect information that we need to support you.



Your rights

You have the right to know what information we collect.



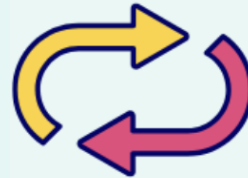
Why we collect it.



To choose who we can share your information with.



Change or withdraw your consent for us to share information.



Ask to see your information.



Make a complaint if you are worried about your privacy.



Giving consent

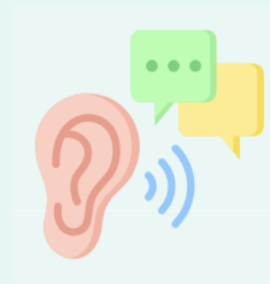
Consent means giving permission.



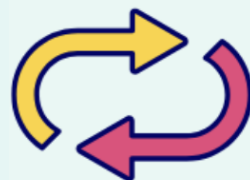
Before we share your information, we will ask for your consent.



You can give us consent in writing, verbally, or using a different way.



You can change your mind at any time and withdraw consent.



When we share information

We might share information when you want to use another service provider.



When we need to speak with other service providers supporting you.



When we need to speak with the NDIS about you.



When we are legally required to share information.



We will only share information when we need to.



When can information be shared without consent?

Sometimes the law requires us to share information.



This happens if someone is at risk of harm.



There are serious safety concerns.



We must make a report to a government agency or emergency service.



How do we keep information safe?

Your information is stored securely.



We use digital systems.



We limit who can access your information.



We store paper records in a locked cabinet.



We train staff about privacy and confidentiality.



What happens if privacy is breached?

A privacy breach happens when information is lost or shared by mistake.



If that happens, our team will act quickly to stop the problem.



We will investigate what happened.



We will tell affected people.

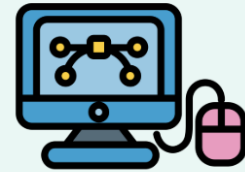


We will take steps to stop it happening again.



Using AI

Sometimes we might use AI tools to help with tasks like improving emails or reports.



If we do this, we will remove all identifying details beforehand.



We will not use identifying details in an AI system.



We will follow privacy laws and safety requirements.



Can I see my information?

Yes, you can ask to see records about the services you receive.



If appropriate, we will provide information within 30 days.



Can I make a complaint?

Yes, you can make a complaint if you have concerns about your privacy.



Our team will listen to your concerns and help you through the process.



Need help?

If you want our help, tell us.



0439 439 907

admin@bbaustralia.com.au

