

Easy Read - Storage of Information Policy

About this Form

This policy talks about storing people's information.



Asking for your permission

Before we share information or details, we get your consent.



We do this by completing a consent form.



This form tells us who we can share your information with.



You can change your consent at any time, for any reason.



We will review this form at least once every year to keep it updated.



If you exit our service, the consent you provide stops.



Where we store information

We store your information in a care management system called Splose.



We also use a private Google Drive.



Only our team have access to these systems. People outside of our company cannot access them.



These systems have backups, so your information will not be lost if a computer breaks down.



We also have a locked filing cabinet in the office.



We only keep paper copies for 14 days or less.



During this time, we scan the paper and store the file digitally. We will shred the paper, or return it to you.



Record keeping

Our team keep accurate and clear case notes of the support they provide.



These notes are proof of our service.



They are also to record progress and goals.



Keeping and destroying files

By law, we cannot delete your records when you exit our service.



We must keep all records for at least 7 years.



When you exit our service, we will finalise tasks before archiving your file.



After 7 years, we can destroy records permanently.



Need help?

If you want our help, tell us.



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