

# Easy to Read Privacy Guide



## What is Privacy?

This guide tells you what to do if something goes wrong.

It helps you understand:

- What is an incident
- What we do when something bad happens
- How you can speak up
- How we help keep you safe



## What is Personal Information?

Personal information is anything about you, like:

- Your name and birthday
- Where you live
- Your NDIS number
- Your health and support needs
- What you like or don't like
- The things you talk to us about

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## How do we protect your privacy?

We:

- Keep your records in a safe place
- Only share your information with people who need it to help you (like a doctor or support worker)
- Ask for your permission before we share information
- Follow the law about keeping things private



## Can you say no?

Yes! You can:

- Say “no” if you don’t want something shared
- Ask us not to share something with certain people
- Change your mind later

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## Who can see your file?

Only people who are helping you:

- Your support workers
- Your team leader or coordinator
- Health workers if you agree
- Family or carers (only if you say yes)



Can you check what we have?

Yes, you can ask:

- To see what information we have about you
- To change or fix something if it's wrong
- How your information is being used
- We will help you understand what's in your file.

## When do we share without asking?

We might share your information without asking only if:

- You or someone else is in danger
- We are told to by the law (like the police or a court)

We will still try to tell you if this happens.

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## What we ask you to do?

- Tell us if your contact or health details change
- Ask us if you have questions
- Let us know if you're not happy about something

## Need help?

You can talk to your support worker or manager at any time. You can also get help from an advocate or call the Office of the Australian Information Commissioner:

 1300 363 992

 [www.oaic.gov.au](http://www.oaic.gov.au)