



# Privacy and Confidentiality

We need to know some things about you. There are laws to make sure your information is kept private.

These laws say:

- How we can collect information;
- How we store information;
- Who can see your information; and,
- What we do with your information.

Below is an explanation of how we follow those laws, respect your privacy and what you can do to make sure your privacy is respected.

## Your information belongs to you

Your personal information belongs to you. We need your permission to collect information about you and to share your information. You don't have to give permission.

Your information helps us provide good and safe services. We only ask for information we need. We will tell you why we need it. That includes photos and videos too. If you don't understand why we need information, it's OK to ask us.

## Keeping your information safe

We will protect your information, using it only for the right reasons and showing the right people. The people who work with you need to see your information. This helps them provide better services.

We will only share information if:

- You give permission to share it;
- We are worried about your safety; or,
- If the law requires us to share it.

You can see your information too. Just ask us.

Continued on next page

## Keeping your information up to date

If your information is not correct, we may be unable to do a good job. Give us correct information, and help us keep it up to date.

If your personal information changes, please let us know. Moved house? New phone number? New service provider? New contact? Remember to tell us!

We will also check your information regularly and update it.

## It's OK to complain if we didn't respect your privacy

### Contact ConneXtions

Speak to your support worker or coordinator, or contact us:

Ph: (02) 6024 2460

Email: [feedback@connextions.org.au](mailto:feedback@connextions.org.au)

Web: [www.connextions.org.au](http://www.connextions.org.au)

### Make a complaint to the NDIS Commission

The NDIS Commission is an independent agency that regulates NDIS supports and services.

Ph: 1800 035 544 (free call from landlines) or TTY 133 677.

National Relay Service: ask for 1800 035 544

Web: [www.ndiscommission.gov.au/complaints](http://www.ndiscommission.gov.au/complaints)

### Enlist the help of an advocate

The National Disability Advocacy Program is a free service helping you work with an advocate.

Ph: 1800 643 787

Email: [disability\\_advocacy@dss.gov.au](mailto:disability_advocacy@dss.gov.au)

Web: [www.dss.gov.au/disability-advocacy](http://www.dss.gov.au/disability-advocacy)

This information is part of our Privacy and Confidentiality Policy. A full copy of the policy is available upon request.



 (02) 6024 2460

 [info@connextions.org.au](mailto:info@connextions.org.au)

 [www.connextions.org.au](http://www.connextions.org.au)