

Privacy and Confidentiality



This document is to support you in understanding your right to privacy, and to disclose the safeguards we practice which protect your private and personal information.



You have the right to privacy and confidentiality, and for your personal information to remain safely protected. This includes your medical and financial information, and extends to any interaction via Social Media.



Personal information gathered for the purposes of your care will be accurate and respectful, and you have the right to access your records at any time.



CONSENT

When you commence services you will sign a Service Agreement, and will also be asked to sign a consent form. By signing this form, you agree to let us keep your personal information on file.



You may also wish to determine if any specific family members or advocates can access or update your personal information on your behalf.



Your information will not be shared with anyone without your consent; however it is important to understand that appropriate staff will be provided with any information that is relevant to your specific care requirements.



Our organization must comply with strict industry standards and privacy laws. Staff are not permitted to share or discuss your private information without your permission unless there is a genuine concern for your safety or wellbeing.



If you live in NSW, we must report any concerns regarding your wellbeing to the NDIS Commission – especially if you have hurt, or have been hurt by either a member of staff, or the broader community.



If you live in ACT, we must report any concerns to the Human Services Registrar.



For the benefit of continually improving our care services, we may occasionally use generic information for research purposes; however if your details are included, it will be done with complete anonymity.



We will also ask if we have your permission to take photos or videos of you for use on our website, social media pages and marketing collateral. It is ok to say no if you are not comfortable.



We understand that you may have questions or feedback regarding this policy and your rights, and welcome your contact to address any concerns you may have.