

## *your* Information

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
- what we do with your information

This brochure explains how we follow those laws, respect your privacy, and what you can do to make sure your privacy is respected.

This information is taken from the *Privacy and Confidentiality Policy and Procedure*. If you wish to read the entire policy, we are happy to provide a copy. Just ask us.

## *it's OK to* Complain!

### **If we didn't respect your privacy...**

Write to us:

323 Springvale Rd, Forest Hill, Vic 3131

Phone us:

(03) 9878 2578

### **You can contact the Office of the Australian Information Commissioner**

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

email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

post: GPO Box 5218

Sydney NSW 2001

phone: 1300 363 992 TTY: 133 677

Speak and Listen: 1300 555 727

Interpreters can be arranged on 131 450.

### **Advocates can help you complain**

The National Disability Advocacy Program can help you work with an advocate.

Email them at:

[disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

Or write to:

Disability, Employment and Carers Group

Department of Social Services

GPO Box 9820

Canberra ACT 2601

Or search "disability advocate" online.

## Privacy Policy



## PRIVACY POLICY

Keeping your Information Safe

## *your* **Information** *belongs to you*

### **Asking about 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*

### **Keeping it safe**

We will protect your information and only use it for the right reasons, and only show the right people.

The people who work with you need to see your information. It helps them deliver better services.

We will only share your information if:

- you give permission to share it, or
- we are very worried about your safety, or
- if the law requires us to share it.

You can see your information too. Just ask us.

## *keeping your* **Information** *up-to-date*

### **Keeping it right**

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.

