

PRIVACY & CONFIDENTIALITY

Your information — keeping it safe



We need to know some things about you — and there are laws to keep that information private. Here's how we respect your privacy.

THE LAW PROTECTS YOUR PRIVACY

There are laws that say how we can collect your information, how we store it, who can see it, and what we do with it. This brochure explains 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 it — you don't have to give permission.

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

KEEPING IT SAFE

We protect your information, use it only for the right reasons, and show it only to 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
- The law requires us to share it.

You can see your information too. Just ask us.

KEEPING IT UP TO DATE

If your information is not correct, we may be unable to do a good job. Please give us correct information, and help us keep it up to date. Moved house? New phone number? New service provider? New contact? — remember to tell us. We'll also check your information regularly, and update it.

IF WE DIDN'T RESPECT YOUR PRIVACY

Write to us: PO Box 255, Kinglake VIC 3763

Phone us: 1300 110 231

Office of the Australian Information Commissioner (OAIC): www.oaic.gov.au · enquiries@oaic.gov.au · GPO Box 5218, Sydney NSW 2001 · 1300 363 992 · TTY 133 677 · Speak and Listen 1300 555 727. Interpreters can be arranged on 131 450.

This information is taken from our Privacy and Confidentiality Policy and Procedure. Ask us any time for the full copy.

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

Your Path Your Way Support Coordination · Registered NDIS provider
PO Box 255, Kinglake VIC 3763 · 1300 110 231 · enquiries@yourpathsc.com.au

Your information stays yours.