

Easy Read Privacy and Confidentiality

Keeping Your Information Safe

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

This information is taken from our Privacy and Confidentiality Policy. If you wish to read the all of the policy, we are happy to give you a copy. Just ask us.

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 us permission.

Your information helps us to
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 to 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 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.



It's OK to Complain!

If we didn't respect your privacy...		
<p>Write to us:</p> <p>PO Box 1302, Bakery Hill, VIC, 3354</p>	<p>Phone us:</p> <p>1300 931 961</p>	<p>Email us:</p> <p>hello@sharnconnect.com.au</p>

You can contact the Office of the Australian Information Commissioner

Web: www.oaic.gov.au	Email: enquiries@aoic.gov.au	Post: GPO Box 5218 Sydney, NSW, 2001
Phone: 1300 363 992	TTY: 133 677	Speak and Listen: 130 555 727
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: disabilityadvocacy@dss.gov.au	Write to them: Disability, Employment and Carers Group Department of Social Services GPO Box 9829 Canberra, ACT, 2601
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Or search “disability advocate” online