

About this document



This document talks about the information we have about you and your control over that information.

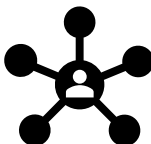
Because we work for you and for the NDIS, we know things about you that other people do not know.

It is important that you trust us and that we respect your trust. It is a gift.



Let's consider things that are important to you:

- ✓ Your family
- ✓ How we support you
- ✓ Your money and things that you buy
- ✓ The decisions you make for you and your family



Information we know

We know information about you because you share it with us.

We know about you when we support you and we have other personal information that we have recorded about you, including any photos, video or sound recordings. Information helps us do our work well. Your team knows what happened the last time we delivered services. We also know all about your goals and the hard times we have faced together to try to succeed. We know information about your NDIS and sometimes your health.

You only share all this with us because we work for you and the NDIS. We have rules from the government which mean that we have to keep information about you, but it should only be information we need to do our work for you.

Everyone who works for us knows that they are not allowed to share the information to anyone outside. We know that you would not want us to share information about you with anyone that you do not want us to. That is ok.



Gossip

If you tell one person something that is interesting but private, you have only told one person. It feels good to trust them and they feel good because you trust them. But if they tell four people and then they tell four more people, then 20 people know the private thing about you. You might not trust all of the new people. In small communities this happens a lot!

When someone speaks about you without you knowing about it, that is gossip. It can sometimes hurt people when you gossip about them. Even if the person spreading gossip is not doing it because they want to hurt, it sometimes hurts anyway.

Your Doctor knows things about you which are private, they are not allowed to gossip about you.

Businesses sometimes know things about you that are private, they are not allowed to gossip about you.

Stream Services have rules which say that we are not to gossip about you or your family... ever.



You choose who knows

If you are ok with it, you can give consent for us to share information about you we have.

You may be ok for us to share information about you to:

- ✓ Your parent or guardian
- ✓ People that you trust
- ✓ Your doctor, nurse or other medical person
- ✓ Your boss
- ✓ Other people who support you, and are not allowed to gossip about you

If we need to speak with someone you will be asked if it is ok.

There are some people who you and we can agree is allowed to have information about you because they are trusted, but you can change your mind.

It is your decision always!

Always ask questions if you are unsure.

If you feel uncomfortable about anything you can change your mind, that is ok.

We will always support your decision.



Rules

Sometimes there is a time where we have to talk to someone without you saying it is ok. For example if we witness abuse or violence we are not allowed to keep that secret.

If you or someone else is in danger or if you or someone else may seriously hurt themselves, we may need to call emergency (Police, Fire and/or Ambulance).

If something happens and we are not allowed to keep it a secret, we will tell you.

End of document
