How Assist looks after your information

Your information is private

Information about you is called **personal information**.

It includes things like your name, address, NDIS number, health and support needs.

Assist will look after your information and keep it private.

What we collect

We only collect what we need to support you and keep you safe, like:

- your contact details and your family or supporters' contact details
- your NDIS plan
- your health, medication and support needs
- your support plans, risk plans and notes about your supports.

Why we collect it

We use your information to:

- plan and give you your supports
- keep you safe
- follow NDIS rules and the law.

If you do not give us some information, we may not be able to give you some supports safely. We will talk with you about this.

We ask you first

We will ask for your OK before we collect or share your information. This is called **consent**.

You can change your mind at any time.

A family member, guardian or supporter can help you decide.

Who we might share it with

We only share your information with people you say are OK, like:

- your family or guardian
- your support coordinator
- your doctor or therapists
- the NDIA.

We will not tell other people you live with about you.

When we must share without asking

Sometimes the law says we must share information, even without your OK.

This can happen if someone is in danger, if a child may not be safe, or if we must tell the NDIS Commission or the police.

If we do, we will tell you, unless that would put someone at risk.

Photos and videos

We will not take photos or videos of you without your written OK.

Workers never use their own phones to take photos of you.

You can change your mind at any time.

Privacy in your home

Workers will knock and wait before coming into your room.

Personal care is done in private.

Your mail, phone and messages are private.

Keeping your information safe

We keep your information locked away or protected by passwords.

Only workers who need it can see it.

Your information is stored in Australia.

We keep your records for at least 7 years. Then we destroy them safely.

Seeing your information

You can ask to see the information we have about you. It is free.

If something is wrong, you can ask us to fix it.

We will answer you within 30 days.

If you are not happy

You can tell us if you are worried about your privacy. Our Privacy Officer will help.

Telling us will not change your supports.

If you are still not happy, you can contact:

- the Office of the Australian Information Commissioner on **1300 363 992**
- the NDIS Commission on **1800 035 544**.

How to reach us

Text us: 0474 119 638

Call us: (07) 4401 5706

Email us: quality@assistcommunity.com.au

Visit us: Shop 3, 237-239 Riverside Boulevard, Douglas

Ask us to visit you at home.

My sign-off

Assist has told me how they collect, use, share and look after my information.

I know I can ask to see my information, and how to make a complaint.

My name: _____

My signature or mark: _____

Date: _____

For the worker

I confirm I explained this guide to the participant (and their supporter or guardian if needed) using language, pictures or communication supports that suit their needs. A copy has been given to them and recorded on their file.

Worker name: _____

Signature and date: _____