



Privacy Policy

Easy Read Version





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About this document



This information is written in an easy read way. We use pictures to explain some ideas.



You can ask for help to read this *Privacy Policy* booklet. A friend, family member or support person may be able to help you.

Bold
Not bold

We have written some important words in **bold**, which means the letters are thicker and darker.

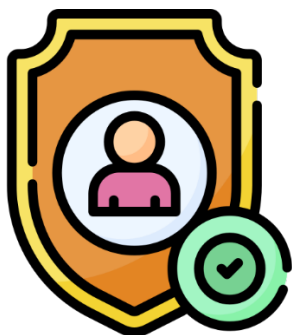


What is privacy?



Privacy means

- things we know about you
- what we do with the information we know



The information we know about you is also called **personal information**.



Personal information could be

- your name
- where you live
- your date of birth
- your health or disability information



We will keep your information **private**.



You **don't** have to provide us information about yourself if you don't want to.



If you do not provide us with the right information, we might **not be able to provide you with support.**



Personal information we keep



We may **collect** the following personal information about you

- Name, address, telephone and email.



- Date of birth and marital status.

- Information about your support needs.

- Health information.



- Employment, work and day options.

- Medicare and health insurance.



- NDIS numbers and other identifiers used by Government Agencies.

- Financial information.

- Family/Guardian details.

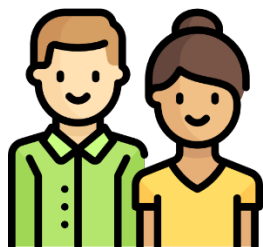
- Feedback and complaints.



- Records such as system notes.



How we get your personal information



We get personal information from

- you
- your family or guardian

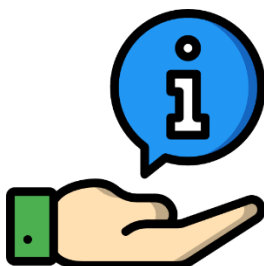


You can give your **consent** for other people to give us your information. Consent means you **say yes**.



We might ask for your information by

- phone
- email
- in person
- asking another organisation or health professional
- at an event



We will **let you know** what we do with your information.

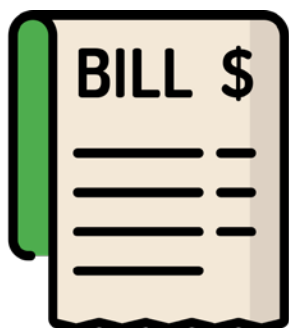


How we use your personal information



We use your information in a **range of ways**

- working out if we can provide you with support
- help you achieve your goals
- provide you with a quote
- create a support plan
- send your information to another organisation if you consent
- to send you a bill



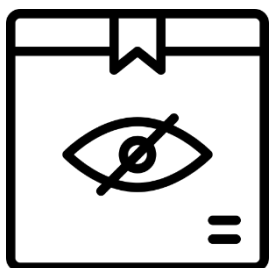


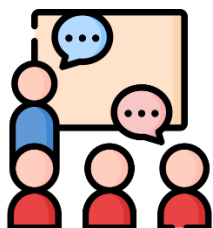
How we keep your personal information



We do a number of things to make sure your information is **kept private**:

- lock cabinets and areas where your information is stored
- only print documents when needed
- only let certain people see your information
- have computers away from where the people can see them
- dispose of your information in the right way (confidential shredding)
- not display information where people can see it





We do have **other ways** of keeping your information safe including:

- policies and procedures
- training for staff on how to use your personal information
- have all meetings with you, your support person and staff in a private room or space
- technology systems

We call these other ways **administrative safeguards**.



How to make a complaint



If you are **not happy** with how we have handled your personal information you can make a complaint.



Talk to **us first** and ask to make a complaint.



If you don't feel comfortable talking to us, you can ask an **advocacy organisation** or **someone you trust** to help you.



Who can I ask for help?



If you would like help to make a complaint you can call:



NDIS Quality and Safeguards Commission

NDIS Quality and Safeguards Commission

1800 035 544



Disability Advocacy and Complaints Service of South Australia

08 7122 6030



Office of the Public Advocate

08 8342 8200



Uniting Communities Disability Advocacy Service

08 8202 5960



Contact Us

If you have any questions, you can contact Lighthouse Disability by:



- **telephone** – 08 8256 9800



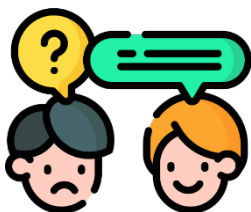
- **email** –
info@lighthouse disability.org.au



- **letter** – Lighthouse Disability PO
Box 722, Salisbury SA 5108



- **online form** –
lighthouse disability.org.au



- **asking a staff member**