

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

### It's OK to Complain! If we didn't respect your privacy.

Write to us:  
ConneXtions  
PO Box 8115,  
Wodonga, VIC, 3690  
Call us: (02) 6024 2460  
Email us: [feedback@conneXtions.org.au](mailto:feedback@conneXtions.org.au)  
Web: [www.conneXtions.org.au](http://www.conneXtions.org.au)

### You can contact the NDIS Commission

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
1800 035 544  
TTY: 133 677  
Interpreters can be arranged.

### Advocates can help you complain

The National Disability Advocacy Program can help you work with an advocate.  
Email: [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)  
Write to them:  
Disability, Employment and Carers Group  
Department of Social Services  
GPO Box 9820  
Canberra ACT 2601

Or search "disability advocate" online.

**PRIVACY AND  
CONFIDENTIALITY  
POLICY AND PROCEDURE**

# 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 permission.

Your information helps us 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 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 us to share it.

You can see your information too. Just ask us.

This information is part of the ConneXtions Privacy and Confidentiality Policy and Procedure. If you wish to read the entire policy, we are happy to provide a copy.

# 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.