

Privacy Policy

Easy Read Version



CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
PHRM03a	1.0	Privacy - Easy Read Policy	24/04/2024	CEO	

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.

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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**.

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



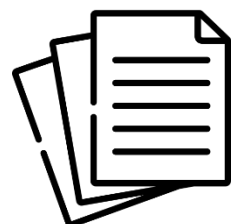
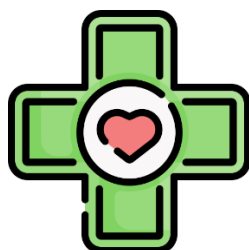
If you do not provide us with the right information, we might **not be able to provide you with support.**

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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.

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How we get your personal information



We get personal information from

- you
- your family or guardian

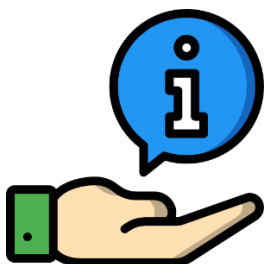


You can give your **consent** for other people to give us your information. Consent means you **say yes**.



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.

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How we use your personal information



We use your information in a range of ways

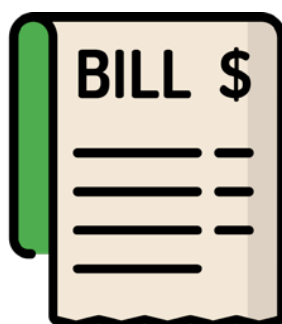
- working out if we can provide you with support



- help you achieve your goals

- provide you with a quote

- create a support plan



- send your information to another organisation if you consent

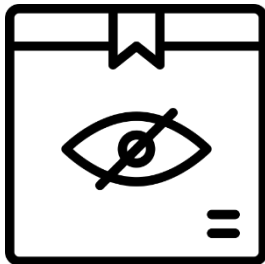
- to send you a bill

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How we keep your personal information

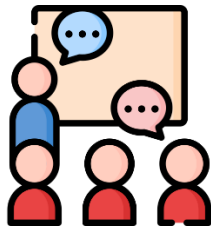


We do a number of things to make sure your information is **kept private**:



- 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

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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**.

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How to make a complaint



If you think there is a **problem** or you are **unhappy** about something. You can make a complaint.



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



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

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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



Advocacy Tasmania

1800 005 131 (Freecall)

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Contact Us

If you have any questions, you can contact St Michael’s by:



- **telephone** – (03) 6331 7651



- **email** –
feedback@stmichaels.asn.au



- **letter** – 22 Hoblers Bridge Road
Newstead, Tasmania 7250



- **online form** –
stmichaels.asn.au



- **asking a staff member**

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