Keeping My Information Safe at a Place Like Home

Easy Read – Information, Privacy and Records Management Policy.

"I have a right to understand what information is collected, how it is used and how it is kept safe"- Client voice.

About this Document 📝

- This document explains how we collect, use, share, store, and protect information about you.
- It is a short, Easy Read version of our Privacy and Confidentiality Policy and Procedure and our Information Management Policy and Procedure.
- You can ask a support person, family member or advocate to read it with you.

Your rights ⚖️

- You have the right to privacy and dignity.
- You have the right to know what information we collect and why we collect it.
- You have a right to speak up if something is not working
- You have the right to say who we can share your information with, unless the law says we must share it.
- You have the right to ask to see your information and ask us to correct it if it is wrong.
- You have the right to change or take back your consent in many situations.
- You have the right to have your information kept safe and only seen by people who need it for their job.
- You have the right to make a complaint if you are worried about privacy or how your information is managed.

- You have the right to have a support person or advocate with you.
- You have the right to ask for an interpreter or Auslan if English is not your first language.

What is personal information? 👤

Personal information is information about you.

It can include things like:

- Your name, date of birth, address, phone number and email address.
- Your emergency contacts and NDIS plan information.
- Information about your goals, routines, culture and support needs.
- Health information, such as medical plans, medication information and reports.
- Risk assessments, behaviour support information, progress notes, reviews, photos or videos if they are used.

Why we collect your information 🗂️

We collect information so we can support you safely and properly.

- Understand your needs, goals and preferences.
- Plan and deliver your supports.
- Keep you safe and support your health and wellbeing.
- Work with other people involved in your support when needed and allowed.
- Meet legal, audit, reporting and service requirements.
- Review and improve the way we support you.

How we collect your information 📥

- We usually collect information directly from you, in person, by phone, in forms, by email or online.
- Sometimes we collect information from family, guardians, nominees, advocates, doctors, health workers, referral services or government agencies if this is needed and allowed.

- We will explain what information we are collecting, why we need it and how it will be used.

Consent and sharing your information 🤝

- We ask for your consent before we share your information with family, advocates, health workers, other providers or other people you choose.
- We write down what you agree to share and who we can share it with.
- Sometimes we may share information without consent if the law says we must, or if it is needed to prevent a serious risk to someone's life, health or safety.
- If we have to share information, we will only share the minimum information needed for that purpose.
- You can ask questions about consent and you can tell us if you want to change or withdraw your consent.

How we keep your information safe 🔐

- We keep information in approved secure systems and storage areas.
- Paper records are kept in locked storage. Electronic records are protected with passwords and other safeguards.
- Only authorised workers who need the information for their role can access it.
- Workers must use approved systems. They must not use personal email, personal cloud storage or other unapproved systems for client information.
- We keep records up to date and review them regularly.
- When records are no longer needed, we archive, destroy or de-identify them safely in line with the law and our retention rules.
- If you live in a SIL home, we will also protect your privacy in your home. Staff must not leave your records, health information, behaviour support information, tenancy information or private notes where housemates, visitors or other people can see them.

Notes and records about your support ✍️

- Workers write notes and records about the supports they provide.

- These notes should be factual, accurate, complete and written on time.
- We keep important plans, assessments, reviews and other records that help us support you safely and consistently.
- Where appropriate, you can be made aware of what has been recorded about your support.

Seeing or changing your information 👀

- You can ask to see your personal information.
- A guardian, nominee, authorised representative or consented advocate may also ask if they have authority.
- We may ask for proof of identity or authority before we give access or make a correction.
- We will respond within a reasonable time and in line with privacy law.
- If we say no, we will tell you why and explain your complaint options.

Photos and videos 📷

- Photos and videos that include you are personal information.
- We will ask for consent about photos, videos and social media use during onboarding .

If something goes wrong with your information ❗

A privacy or data breach occurs when information is lost, shared with the wrong person, viewed by someone who should not see it, or not kept secure.

- We will act quickly to contain the problem and reduce the risk of harm.
- We will keep a record of what happened and what we did.
- If the law says we must, we will tell the right people, including affected people and the privacy regulator.

What we ask from you and your family 🤝

We ask you (and your family/guardian) to:

- Tell us about if something goes wrong.
- Tell us if you feel unsafe, upset or worried.
- Share important information that helps us keep you safe,
- Tell us about changes to your situation.
- Please bring letters and reports from professionals to your staff so we can update how we support you.

If you are worried or unhappy 😟

- You can tell:
    - A support worker.
    - A House Manager / Team Leader.
    - The Operations Director.
    - Tim or Lochie
- You can make a complaint. You can get help from an advocate.
- Complaints can help us fix problems and make our service better.
- You can also complain to the NDIS Quality and Safeguards Commission if you want.

Need help to understand this document? 💬

- You can ask us to:
    - Read this page with you.
    - Use pictures, Easy Read, or your communication system.
    - Involve your family, guardian or advocate.

We want you to feel safe, heard and in control of your supports.

Version Control

Version: 1.1 (July2026)

Change: New Document

Owner: Operations Director

Approved by: Co-Founders

Next review: Feb 2027.

Applies to: All Place Like Home services and programs

Version History:

Version	Changes
1.0	New Document
1.1	• Updated wording for consistency with Place Like Home Services terminology, removed duplicated rights, added SIL shared-home privacy wording, corrected punctuation and improved chosen-supporter wording.