

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.

This information is taken from the Privacy and Confidentiality Policy and Procedure.

If you wish to read the entire policy, we are happy to provide a copy. Just ask us.

It's OK to Complain!

If we didn't respect your privacy...

Write to us: Red Frog for Families
PO Box 851, Warners Bay 2282
Phone us: 02 8060 6499
Email us: feedback@rf4f.com.au

Contact the Office of the Australian Information Commissioner.

Website: www.oaic.gov.au
Email: enquiries@oaic.gov.au
Post: GPO Box 5218, Sydney NSW 2001
Phone: 1300 363 992
TTY: 133 677
Speak & Listen: 1300 555 727

The National Disability Advocacy Program.

Email: disabilityadvocacy@dss.gov.au
Write to: Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820, Canberra ACT 2601
Or search "disability advocate" online



RED
FROG
FOR FAMILIES



PRIVACY POLICY

Keeping your information safe

Your Information belongs to you

Keeping your Information Safe

Keeping your Information up-to-date

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 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.



Keeping it right

Everyone has the right to be treated fairly.

If you are involved in an incident, you have the right to know what went wrong and what is being done to make it right.

If you don't get these answers, you have the right to complain.

We will always keep you informed. We want to treat you with respect.

If you are unhappy with our complaints process, you have the right to get help.

The NDIS Commission can help. An advocate can help too, by speaking for you.

