

Privacy and Your Personal Information

Easy Read



This document tells you about your privacy and your personal information.



To give you the right supports, we collect and keep personal information about you.



We use your personal information to work with you to plan supports that meet your needs.

What is personal information?

Personal information can include:

- your name, address and phone number
- your advocate's contact details
- details about people you are close to, like your mum, brother or a good friend
- the supports you need
- your medical records
- other support providers you use
- why and how we are helping you.



It is our job to keep your personal information private and safe.

Sharing your information



We only share your information with others if you say yes, or if the law says we must.



You can say no to sharing your information with government agencies, like the NDIS.

But sometimes the law says we must share it. If this happens, we will tell you.



We will ask you to sign a consent form.

The form says you agree to us using your personal information.



On the form, you can list the people you are happy for us to share your information with, like:

- an advocate or a trusted person
- other support providers and support workers
- government organisations that support you.

Your rights



You have rights about how we look after your personal information.

You can:



- ask to see your personal information at any time
- tell us to fix information that is wrong or missing
- tell us if you think information is wrong and should be deleted.

Ask your Operations Manager or our Privacy Officer.

If you are not happy with how we look after your information, tell us.



You can also contact the Office of the Australian Information Commissioner on **1300 363 992** or at oaic.gov.au

Contact us



Call us on **1300 696 888**

Ask for your Operations Manager.



Email us

Canberra: admin@axissupports.com.au

Sydney: adminnsw@axissupports.com.au

Visit us



Canberra office

Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911

Sydney office

Shop 1, 5 George Street, North Strathfield NSW 2137

If you need an interpreter, call TIS National on **131 450** and ask them to call us. If you are deaf or find it hard to hear or speak, use the National Relay Service and ask for **1300 696 888**.

Based on PROVIDERplus Easy Read templates (© PROVIDERplus Pty Ltd 2021), updated and adapted by Axis Supports.