



1.7 YOUR PRIVACY (EASY READ) POLICY AND PROCEDURE

ESG Inclusive Homes treats our participants with respect and keep their information private and safe.



We will explain your rights about your information to you



We will keep your information in a safe place



We will only share your information if:

- You give us permission to
- We must by law



Personal information includes:

Your name and date of birth



Your address, telephone number and email address



Your bank account details



Your health records and health services



Your religious beliefs and practices



Political opinions you may have



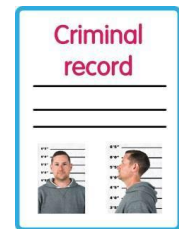
Your cultural background



The health of your family



Whether you have a criminal record



This information is kept private so that it does not cause discrimination or embarrassment to you or your family. Discrimination is when you are treated unfairly because of your race, beliefs, sexuality, or disability



Your personal information is protected by the law. This law is called the Privacy Act 1988



We can only collect this type of information if you allow us to, or we are permitted to collect it under the law



You do not have to give us your personal information, however sometimes if you do not provide it, we may not be able to offer you the right supports and services



What You Can Expect from Us

We will explain what we do with your information



We will also explain how you can make a complaint



We have interpreter services if you need help understanding



Our staff will protect your information



All the staff who work for us must sign a Confidentiality Agreement.

A Confidentiality Agreement is a document that shows that the person who signs it agrees to keep information private and safe.



How Your Information is Collected and Used

We collect your personal information if we need to use it for:

Managing a complaint

Organising services and programs outside of ESG Inclusive Homes

When deciding the best kind of support for you based on your personal needs

We collect this information directly from you or from your legal guardian

Sometimes, we can collect this information from the government or other organisation that you receive support from



Complaint

Name: ~~John Smith~~



Sharing Your Information with Other People

We might need to share your information with other people so you can receive our services



There is a *Consent Form* that we will ask you to sign when you start receiving services from us



The *Consent Form* will explain:

- Who we get your information from
- Who we give it to



Sometimes we must give your personal information to other people or organisation, even if you say this is not okay.



This only happens if we think that someone is not safe or because we believe someone has committed a serious crime



How We Protect your Information

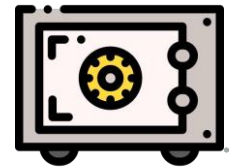
We have many practices in place to make sure your personal information stays safe



We keep it in locked filing cabinets



We have strong computer protection



If we believe your personal information has been lost, stolen, or improperly disclosed and we think that it may cause you harm, we will tell you about it



We keep information about participants who use our services for a minimum of seven years.



Accessing Your Personal Information

If details about your personal information changes, please let us know

If you want to access your personal information, you can contact ESG Inclusive Homes

You will need personal identification to access your personal information



Feedback, Compliments or Complaints

If you have feedback or a complaint about your privacy or personal information – we want to hear about it!

To leave feedback or make a complaint, you can call us on 0418 163 945.

You can also fill out a Feedback, Compliments and Complaints Form – a member of our staff can help you with this if you need.



When making a complaint, you can also ask for an advocate.

An advocate is someone who can help you to make a complain and to speak up and share your problem.



When your complaint has been fixed, we will keep a record of what the complaint was about and how we fixed it.

If your complaint is something that we can fix for you quickly, it will go to the Director who is the person in charge of our services that we deliver to you.



You can contact us by phone between 9AM – 5PM Monday to Friday by calling 0418 163 945



You can contact us by email at any time by sending an email to patrick.wilsmore@experiencesocialgrowth.com



If you have a complaint, you can speak to your support worker, or you can phone us or email us.

You can always contact the NDIS at any time by calling 1800 035 544 or sending an email to contactcentre@ndiscommission.gov.au



If you have trouble hearing or speaking, you can contact the National Relay Service on 1300 555 727 or use the SMS Relay Number by texting 0423 677 767.

