



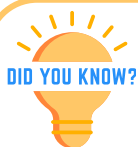
YARRA VALLEY
SUPPORT COORDINATION

PRIVACY POLICY



INTRODUCTION

At Yarra Valley Support Coordination, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your information when you visit our website, use our services, or interact with us.



Your 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.

Personal Information we collect:

- Name
- Contact information (address, email, phone number)
- NDIS participant details
- Other information relevant to our support coordination services

Keeping your Information 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 your Information up-to-date

If your information is not correct, we may be unable to do a good job.

Give us correct information, and help us keep it up-to-date.

If your personal information changes, please let us know.

Moved house? New phone number? New service provider? New contact? — remember to tell us!

We will also check your information regularly, and update it.

it's ok to COMPLAIN!

If we didn't respect your privacy...

Write to us:

Yarra Valley Support
Coordination
PO Box 89, Healsville, VIC, 3777

Phone us:

0428 203 717

Contact the Office of the Australian Information Commissioner

web: www.oaic.gov.au
email: enquiries@oaic.gov.au
post: GPO Box 5218 Sydney NSW 2001

phone: 1300 363 992 TTY: 133 677
Speak and Listen: 1300 555 727
Interpreters can be arranged on 131 450.

Advocates can help you complain The National Disability Advocacy Program can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or write to:

Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601

Or search "disability advocate" online.



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