

Unique Care Group



Participants Privacy

Easy Read Privacy

What Do You Know About Privacy Of Your Information?



Unique Care Group wrote this information.

When you see the words “we” or “us”, it means

Unique Care Group



We have written this document in an easy to read way.

We use pictures to explain some ideas.



This Easy Read document is a summary of another documents.



You can ask for help to read this document. A friend, family member or support person may be able to help you.

Why We Have This Policy



This document explains how we treat our clients with respect and keep their information private and safe.



We will explain to you, your rights about your information.



We will keep your information in a safe place.



We will only share your information if:

- You give us permission to
- We have to by law

What Is This Personal Information?

Personal Information includes your:



- Name and date of birth.



- Address, telephone numbers, mobile numbers, and email addresses.



- Bank account details

It also includes Sensitive Information about:



- Your health records and health services



- Your religious beliefs and practices

UNIQUE CARE GROUP

Participants Privacy



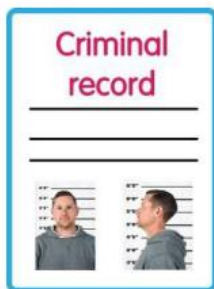
- Political opinions you might have



- 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, belief, 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. But, if you don't provide it, we might not be able to offer you the right service and supports.

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 people who work for us must sign a confidentiality agreement.

A confidentiality agreement is a document. It shows that the person who signs it agrees to keep information private and safe.

How 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 Unique Care Group



- 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 organisations that you receive support from

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 Customer Consent form that we will ask you to sign when you start receiving services from us.



The Customer Consent form will explain:

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



Sometimes we have to give your personal information to other people or organisations, even if you say that this is not ok.



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



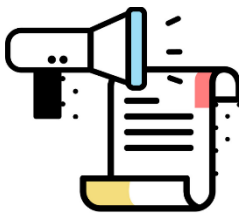
We have a lot of practices in place to make sure that your information is safe.



We keep filing cabinets locked.



We have strong computer protection.



If we believe your personal information has been lost, stolen, or improperly disclosed and we think it is likely to cause you serious harm, we will tell you about it.

NOTICE



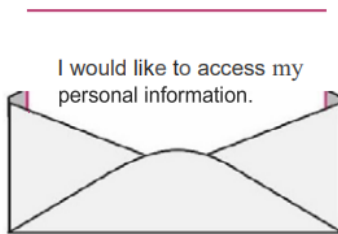
We keep information about people who use our services for 7 years. Sometimes we keep them for longer.

Accessing Your Personal Information



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

For example, we need to know if you have a new address or if you change your phone number.



If you would like to access your personal information, you can contact the Human Resources team of Unique Care Group via the contact information listed on the next page.



You will need personal identification to access your information.

Contact Us



0458 044 838



Human Resources team

admin@uniquecaregroup.com.au



www.uniquecaregroup.au

Not Happy?

You Can Tell:

NDIS Quality and Safeguards Commission

Email: contactcentre@ndiscommission.gov.au

Phone: 1800 035 544 (free call from landlines)

or TTY 133 677

Privacy complaints may also be reported to the [Office of the Australian Information Commissioner](https://www.oaic.gov.au) by calling 1300 363 992 or by email to enquiries@oaic.gov.au. More detailed information (including information about Assisted Contact and Translating and Interpreting Services) is available at <https://www.oaic.gov.au/about-us/contact-us>.