

Privacy Policy



Easy Read Version



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About this document






	<p>This information is written in an easy read way. We use pictures to explain some ideas</p>
	<p>You can ask for help to ready this Privacy policy booklet. A friend, family member or support person may be able to help you</p>
<p>Bold</p> <p>Not bold</p>	<p>We have written some important words in bold, which means the letters are thicker and darker</p>

What is Privacy





	<p>Privacy means</p> <ul style="list-style-type: none">• Things we know about you• What we do with the information we know
	<p>The information we know about you is also called personal information</p>
	<p>Personal information could be</p> <ul style="list-style-type: none">• Your Name• Where you live• Your date of birth• Your health or disability information
	<p>We keep your information private</p>

	<p>You don't have to provide us with information about yourself if you don't want to.</p>
	<p>If you don't provide us with the right information, we might not be able to provide you with support</p>




Personal Information we keep

	<p>We may collect the following personal information about you</p> <ul style="list-style-type: none"> • Name, address telephone and email • Date of birth and marital status
	<ul style="list-style-type: none"> • Information about your support needs. • Health information • Medicare and Health insurance • Employment, work and Day Options
	<ul style="list-style-type: none"> • NDIA numbers and other identifiers used by Government Agencies
	<ul style="list-style-type: none"> • Financial information • Family /Guardian details
	<ul style="list-style-type: none"> • Feedback and Complaints • Records such as case notes





How we get your personal information

	<p>We get your personal information from</p> <ul style="list-style-type: none">• You• Your family or guardian
	<p>You can give your consent for other people to give us your information. Consent means you say yes</p>
	<p>We might ask for information by</p> <ul style="list-style-type: none">• Phone• Email• In person• Asking another organisation or health professional• At an event
	<p>We will let you know what we do with your information</p>

How we use your personal information

	<p>We use your information in a range of ways</p> <ul style="list-style-type: none">• Working out if we can provide you with support
	<ul style="list-style-type: none">• Help you achieve goals• Provide you with a quote• Create a support plan
	<ul style="list-style-type: none">• Send your information to another organisation if you consent• To send you a bill

How we keep your personal information

	<p>We do a number of things to make sure your information is kept private</p> <ul style="list-style-type: none">• Locked cabinets and areas where your information is stored
	<ul style="list-style-type: none">• Only print documents when need
	<ul style="list-style-type: none">• Have computers away from where the people can see them.• Only let certain people see your information
	<ul style="list-style-type: none">• Dispose of your information the right way (confidential shredding)• Not display information where people can see it.

	<p>We do have other way of keeping your information safe including:</p> <ul style="list-style-type: none"> • Policies and procedures
	<ul style="list-style-type: none"> • Training for staff on how to use your personal information
	<ul style="list-style-type: none"> • Have meetings with you , your support person and staff in a private room or space
	<p>We call these other ways administrative safeguards</p>






How to make a complaint

 An icon showing a document titled "Complaint" with a sad face and a pencil.	<p>If you not happy with how we have managed your consent you can make a complaint</p>
 An icon showing five people sitting around a table, representing a meeting or discussion.	<p>Talk to us first and ask to make a complaint.</p>
 An icon showing five people sitting around a table, with a red X in a speech bubble above one person, indicating a problem or difficulty.	<p>If you don't feel comfortable talking to us, you can ask an advocacy organisation or someone you trust to help you.</p>

Who can I ask for help

	If you would like help to make a complaint you can call:
	NDIS Quality and Safeguards Commission
	Rights and information and Advocacy Services Ph (03) 52225499
	Victorian Civil & Administrative Tribunal PH: 1300 01 8228

Contact us

	If you have any questions, you can contact ConnectGV by:
	<ul style="list-style-type: none">• Telephone:• 03 58212466
	<ul style="list-style-type: none">• Email reception@connectgv.com.au
	<ul style="list-style-type: none">• Letter ConnectGV PO box 1666 Shepparton Vic 3632
	<ul style="list-style-type: none">• Online feedback form connectgv.com.au
	<ul style="list-style-type: none">• Asking a staff member