

Privacy and Consent

How we keep information about you private





Araluen will keep information about you private



Privacy means that any personal information Araluen stores about you must not be told to or shown to anyone without your consent.

Consent means that you think that something "is ok".



The sort of information Araluen may have about you is 'personal'. Personal means, that it is about you.



Personal information includes anything that is said or anything that is written about you.

It also includes any photo's with you in them.



What kind of information does Araluen keep about me?



Araluen keeps information about you that helps people know how best to support you



This may include information about the things that are important to you like your hobbies or the people you care about



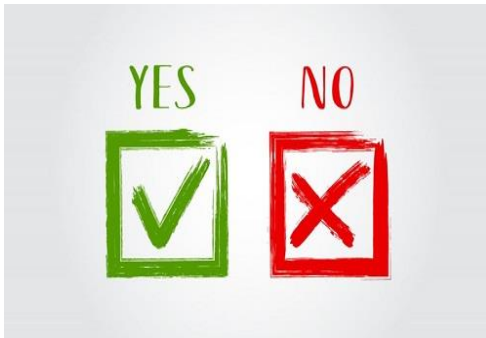
It may also include information about your health



Your personal information also includes details about what you like to do each day



It will also include information about your goals and funding. Funding is how much money you have in your plan to help you achieve your goals



Araluen will ask you to complete a Consent form. This form explains the type of personal information we collect about you and why. It also asks you if it's ok if we collect this information about you. You can say yes or no to any of the questions asked. You can also have a support person or advocate help you complete it.



You'll be asked to complete a Consent form about once a year. This is to make sure your choices about what is and isn't ok are current and correct.



Where will my personal information be kept?



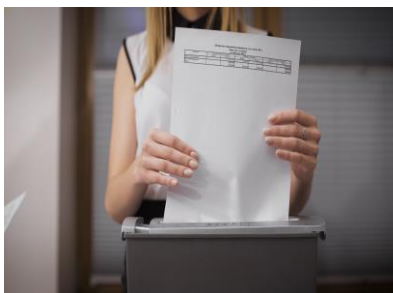
Your personal information will be kept in a file



Your file will be kept in a locked cabinet and in computer file that only Araluen staff can access



Only staff who need to see your personal information read it. Like the staff who support you.



When your information is no longer needed, it will be destroyed.



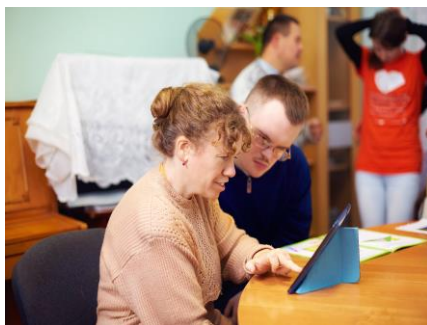
How you can access your personal information



You can see your information any time you want.



You can also have a copy of your information, any time you want it.



Staff will explain your personal information to you if you like. You can also have a support person or advocate help you if you prefer. If you need help getting a support person or advocate, Araluen can help you find one.



How Araluen keeps your information private



Araluen has policies that all staff must follow. Several policies are about keeping your information private, including this one.



Araluen has to ask you before sharing your personal information with anyone



If someone from outside of Araluen wants personal information about you, such as another service, we will ask you first. You must provide your consent.



When can Araluen share my personal information without permission?



If you or someone in the community is in danger



If a law has been broken or the law asks for it. For example, a court of law.



Araluen will make a note in your file, about what information was asked for, by whom and why.



If you have any questions or feedback about this policy, you can speak to a member of staff, a Manager or Araluen's Quality Team on QualityTeam@araluen.org or 0410 652 792.