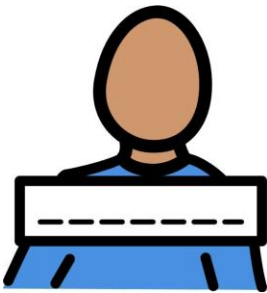


Privacy and Consent Policy

Your Information



We collect information about you so we can provide safe and quality supports and services.

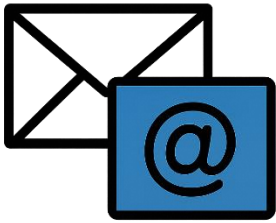
This may include:

- Your name, contact details, and date of birth
- Information about your health, supports, and goals
- Information needed to meet legal and service requirements



We only collect information that is needed for the services we provide.

We work to keep your information safe, secure, and confidential.



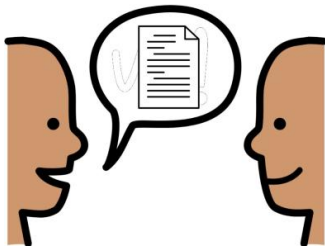
We may keep information on a computer.

We only share information when needed or if the law says we must.

We work to keep your information safe.

Using and Sharing Your Information

We use your information to:

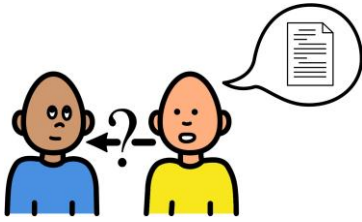


- Provide supports and services
- Plan and review your supports
- Meet legal and reporting requirements
- Improve the quality and safety of our services

We may share your information with:



- Staff who need the information to support you
- Health professionals or other service providers involved in your care
- Government agencies when required by law



Where possible, we will ask for your permission before sharing your information.

Your Consent

Consent means you understand what is being proposed and you agree to it.

We will explain information in a way that works for you.

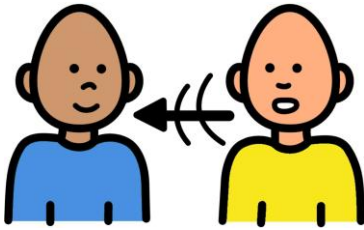
This may include:

- Easy English information
- Pictures or symbols
- Interpreters
- Communication devices or aids
- Support from a trusted person

We want you to understand information so you can make informed choices.



We will:



- Explain information in a way that is easy for you to understand
- Ask for your consent before collecting, using, or sharing information when required
- Respect your decisions and preferences

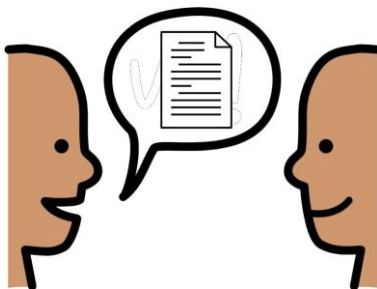
You can:



- Give consent
- Refuse consent
- Withdraw your consent at any time, unless there is a legal reason that prevents this

We can provide support to help you make informed decisions about your consent.

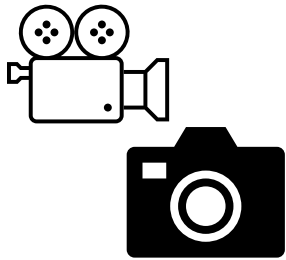
We will help you make your own decisions.



You can ask a trusted person to help you understand information and make decisions.

If someone makes decisions for you, we will work with them when needed.

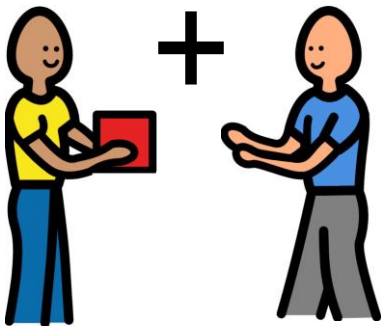
Your Rights



We will ask if it is okay to take or use photos, videos, or recordings of you.

We will explain why.

You can change your mind at any time.



You have the right to:

- Know what information we hold about you
- Ask to see your personal information
- Request corrections if information is inaccurate
- Ask questions about privacy and consent
- Make a complaint if you are unhappy with how your information has been managed

We will listen to your concerns and respond in a fair and respectful way.