



Privacy & Confidentiality

Your guide to how we collect,
use and keep your personal
information private.

Your information belongs to you

So that we can help you, we need to know some things about you.

There are laws to make sure your information is kept private. These laws say:

- > how we can collect information
- > how we store information
- > who can see your information
- > what we do with your information.

This brochure explains how we follow those laws, respect your privacy, and what you can do to make sure your privacy is kept.

Please ask our staff if you would like to know more. Contact us if you would like to read our full Privacy and Confidentiality Policy and Procedure.

Asking about you

Your personal information belongs to you.

To do our work, we need your permission to collect information about you. Your information helps us provide good, accurate and safe services.

We only ask for information that we need to provide our services to you. This may include photos and videos too.

We will tell you why we need and we will keep your information private.

Sometimes we need to share your information. We will tell you who we need to share it with.

You don't have to give permission.

If you don't understand why we need information, it's OK to ask us.

Keeping your information safe

We will protect your information.

If you give permission, we will 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 right

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?
Please remember to tell us!

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

Your personal information will be stored securely in our office, or electronically under password protection.

Who to contact

If you feel your privacy has been breached, you can contact us to complain, contact the government or ask an advocate to help you.

To contact us directly:

Email us: info@pafl.com.au
Write to us: Professional Assistance for Living
48 Glanville Street, ETHELTON SA 5015
Phone us: 0434 339 910

You can also contact the Office of the Australian Information Commissioner.

Visit: www.oaic.gov.au
Email: enquiries@oaic.gov.au
Phone: 1300 363 992
TTY: 133 677
Speak & Listen: 1300 555 727
Interpreters can be arranged on 131 450

An advocate is someone who can help speak up for you. The National Disability Advocacy Program can help you find an advocate.

Email: disabilityadvocacy@dss.gov.au
Visit: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

If you have a serious complaint, you can tell the NDIS Commission. You don't have to talk with us.

Visit: www.ndiscommission.gov.au
Phone: 1800 035 544
TTY: 133 677