****

**YOUR INFORMATION PRIVACY**

A picture containing text, person

Description automatically generated

**WHAT DO YOU KNOW ABOUT YOUR RIGHTS?**

When you see the words ‘we’ or ‘us’, it



Logo, company name

Description automatically generated means Quality Health Care (QHC).

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 other QHC documents. It reflects some of the policies that we have in place and NDIS Practice Standards that we follow.

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

A picture containing person, wall, indoor, child

Description automatically generatedGraphical user interface

Description automatically generated

**Privacy** means that any personal information about you must not be told or shown to anyone.

A hand holding a pen

Description automatically generated with medium confidence

**Personal Information** means anything that is about you.

Icon

Description automatically generatedA picture containing person, person, clothing, posing

Description automatically generatedApplication, icon

Description automatically generated

* Anything that is written about you.
* Anything with your photo in it.

A picture containing text

Description automatically generated

* Anything that is aid about you.

**WHAT PERSONAL INFORMATION DO WE KEEP?**

A picture containing text, silhouette

Description automatically generated

Information that helps us give you the best support  
like:

A doctor showing a patient something on the tablet

Description automatically generated with low confidence

Information about your health.

A person and two women sitting on a couch

Description automatically generated with low confidence

Information about your family and relationships.

A picture containing text, crossword puzzle

Description automatically generated

What you do each day.

Icon

Description automatically generated

Where you live.

A picture containing indoor, person

Description automatically generated

Any other information shared with us.

**WHERE DOES QHC KEEP MY PERSONAL INFORMATION?**

A picture containing person, wall, indoor, furniture

Description automatically generated

When you get support from QHC, your personal information is kept in a file.

A picture containing indoor, bathroom

Description automatically generated

The file will be kept in a locked cupboard.

A picture containing indoor, floor, window, ceiling

Description automatically generated

The file must stay in the QHC Office.

A picture containing text, computer, electronics, computer

Description automatically generated

Your personal information is also kept in a file on the computer.

A picture containing graphical user interface

Description automatically generated

We use this information to help us understand how to best support you.

We only keep this information as long as we need it.

We will make sure no one else sees your personal information when we do not need to keep it anymore.

Text, whiteboard

Description automatically generated

You can ask any question about your information.

A person talking to a person

Description automatically generated with low confidence

Staff will explain it to you.



You can have a copy of your file to keep if you want.

Icon

Description automatically generated with medium confidence

If you are under 18 years old, staff will help you to see your file.

A picture containing graphical user interface

Description automatically generated

QHC will make sure that our policies about privacy are kept up to date.

QHC will make sure that all staff read and follow privacy policies.

QHC will make sure that all staff sign a form and promise to follow this privacy policy.

A person holding boxing gloves

Description automatically generated with medium confidence**WHEN CAN QHC SHARE MY PERSONAL INFORMATION WITHOUT ASKING ME?**

If you or someone in the community is in danger.

Close-up of hands shaking

Description automatically generated

If the law has been broken.

A person playing a musical instrument

Description automatically generated with medium confidence

If the law asks for it.   
For example, for court.

A close-up of a person writing on a book

Description automatically generated with medium confidence

If the court asks for information about you, a manager must write down the reason why they gave the information.   
They must write this in your file