






## Easy Read Information Sharing and Storage Policy





### Purpose

We keep your info safe  , private  , and up to date  .







We follow laws  and provide safe, person-centred services   .



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### Who This Policy Is For










- Staff & contractors  
  - Participants 
  - Families & carers 
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### Key Words

- **Personal Info**  – Name, DOB, contact, health, NDIS number
- **Sensitive Info**  – Health, culture, religion, disability, sexual orientation
- **Redacted**  – Private info hidden before sharing
- **Access Request**  – Asking to see your info
- **Correction**  – Fixing or updating info
- **Privacy Breach**  – Info accessed or shared without permission




- **Information Sharing**  – Giving info to authorised people
  - **Confidentiality**  – Keeping info safe & private
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## **Our Commitments**




- Protect info  from misuse or loss
  - Use secure digital  & physical  systems
  - Collect/share info only when needed 
  - Keep info accurate  and updated 
  - Let participants control info 
  - Dispose of records safely 
  - Let participants complain if privacy is breached 
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## **Responsibilities**





### **Director / Privacy Officer**

- Oversee info security 
- Train staff 
- Respond to breaches 







### **Staff / Contractors**



- Use secure systems 
- Get consent before sharing 
- Report breaches immediately 

## Participants / Decision-Makers





- Give consent 
  - Ask to see or correct info  
  - Withdraw consent if they want 
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## What We Collect




- Personal & contact info  
- NDIS plans & agreements 
- Health & support info  
- Case notes & reports 


**When Collected:** Intake, during services, after incidents  , or when talking to others 

## **Why Collected:**




- Identify you 
  - Provide safe services 
  - Meet NDIS & legal rules 
  - Respond to risks & incidents 
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## Digital Security




- Splose: Encrypted  , role-based access  , 2FA
- Company devices: Passwords  , encryption, antivirus

- Personal devices: Only if authorised 






## **Physical Records**

- Locked cabinets 
  - Digitised ASAP 
  - Shredded when not needed 
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## **Sharing Info**

- Only with consent 
  - Or when law requires 
  - Only to authorised people 
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## **Access & Corrections**

- Ask to see your info 
  - Ask to fix info 
  - Can complain if privacy is breached 
  - Accessible formats available  
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## **Staff Leaving**

- Access revoked 
- Devices & records returned  
- IT checked 

- Confidentiality reminder 🧐




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## **Record Disposal**

- Keep records **7** years (or until minor turns 25)
- Shred or delete securely  
- Document disposal 




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## **Laws We Follow**


- NDIS Act 2013 
- Privacy Act 1988 
- Other state & federal laws 

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## **Contact**

- Email: [kathryns@soaringsparrows.com.au](mailto:kathryns@soaringsparrows.com.au) 
- Phone: 0431 753 950 
- Address: 31 Short Rd, Elizabeth SA 5112 

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 This is your Easy Read guide to Information and Sharing.  
If you want the **full policy**, please ask us.