









## Easy Read Privacy and Confidentiality Policy

### Why we have this policy

 We want everyone's information at Soaring Sparrows to be safe and private .

 Personal and sensitive information is collected, stored, used, and shared safely .



### Who this is for


 Staff, contractors, and representatives 



 Participants 



 Families, carers, and decision-makers 



### What information we collect

 Personal details (name, date of birth, NDIS number, contact info) 

 Health and medical information 

 Support needs, goals, and plans 

 Case notes, reports, and communication records 

 Consent forms and service agreements 

 Photos, videos, or images (only with consent) 

### Why we collect and share information

- ✓ To provide safe, person-centred support 🧑
- ✓ To meet NDIS rules and legal requirements ⚖️
- ✓ To coordinate services and advocate for participants 🗣️
- ✓ To respond to incidents, risks, or emergencies 🚨
- ✓ To follow lawful requests (e.g., subpoenas, safeguarding) 📄

## How we collect, store, and share information

### Collection:

- ☎️ Talking with participants and their representatives 🗣️
- 📄 Forms, assessments, and written documents 📄
- 🔗 Communication with other providers (with consent) 🗣️

### Storage:

- 💻 Secure, password-protected cloud systems ☁️
- 🔒 Encrypted electronic records with restricted access 💻
- 📁 Paper records in locked storage if needed 📂

### Sharing:



- ✉️ Verbally, in writing, or electronically ✉️
- ✓ Only with consent or if legally required ⚖️
- 👥 Only with authorised people or agencies 🔒

## Use of Images and Media

### 1 Advertising or Marketing

- 🚫 Participant images/videos never used without written consent 📄
- 📄 Consent explains how and where images will be used 📄
- ✗ Participants can withdraw consent anytime ⌚

## 2 Service Delivery (e.g., Assessments)



 Images may be used for assessments or funding 



 Only with written consent from participant or decision-maker







 Shared only with relevant provider 

## 3 Images Not Containing Participants

 Photos of equipment, repairs, or home modifications may be shared 

 Still kept confidential and only used for service delivery 

## Using Digital Dictation Tools (Teams)



-  We may use Teams dictation or a similar tool to help write notes
-  Teams **does not save your voice**, it only makes text
-  We will ask for your **verbal permission** before using it
-  If you say no, we will take notes by hand

## Participant Consent







 Participants or their decision-makers:

 Are told what information is collected and why 












 Give written consent before information is shared 

 Can withdraw or limit consent anytime (unless legally required) 

## Documented through:







-  Service Agreements 
-  Consent to Share Information Forms 
-  Case notes if verbal consent is given 

## Limits to Confidentiality





-  Information may be shared without consent if:
-  Required by law (court order, subpoena) 
-  Needed to prevent or respond to serious risk to life, health, or safety 
-  Required under child protection or safeguarding laws 
-  Allowed under South Australia's Information Sharing Guidelines (ISG) 
-  Participants will be informed when it is safe and appropriate 

## Responsibilities


### All Staff:

-  Protect participant information and maintain confidentiality 
-  Seek and document consent before sharing 
-  Report suspected or actual privacy breaches 



### Team Leaders:

-  Ensure staff follow this policy 
-  Provide guidance and training on privacy 


## Director:

 Ensure compliance with privacy laws and NDIS requirements



 Oversee responses to privacy breaches 

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 This is your Easy Read guide to **Privacy and Confidentiality**.

If you want the full policy, please ask us.