Our Privacy and Confidentiality Policy

Easy English booklet 24 September 2020



How to use this booklet

- This document was written by Life Without Barriers in Easy English.
- We use pictures to explain some ideas.
- Some words are written in blue. We explain what these words mean.



 This document explains what Life Without Barriers' Privacy and Confidentiality Policy is, and what is means for you.

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- You have the right to privacy and confidentiality in the help you get from Life Without Barriers.
- Privacy means you have the right to have information about you kept safe from other people.





 Confidentiality sounds like 'con-feeden-she-al-ity'.

It means any person who needs to know your information to give you help, like doctors or support workers, must not share it with anyone else.

 Only people who support you can look at information about you. They are not allowed to give it to other people.





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• Personal information can include

things like:

- your health
- your bank details
- your faith or religion
- if you are unwell or have a virus
- who you like or who you love
- if you have done something that meant you have to go to court.

- Policy
- To help our staff, volunteers and other people who work with you know how to protect your privacy, we have made a special set of rules.

These rules are explained in a document called the **Privacy and Confidentiality Policy Guideline**.

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 Your staff will read and understand these rules so they know how to keep your information private.



 We will only ask for the information we need to support you.



- We will only share your information if:
 - you agree, or
 - it is needed to help support you, or
 - to keep you or someone else safe, or
 - we have to because of a law.

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• Remember, your information belongs to

you – no one else!



 You have the right to see the information we have about you and ask for it to be changed if it is wrong.



 If you want to ask something about the Privacy and Confidentiality Policy Guideline, talk to your Life Without Barriers team.

Your support staff can answer your questions.

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 You, your family and supporters can also ask questions or send feedback by contacting Life Without Barriers by:





Mail

The Privacy Officer

Life Without Barriers

PO Box 2226

DANGAR NSW 2309

Phone

(02) 4033 4500



Email

privacyofficer@lwb.org.au



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