

Understanding

your privacy...



ICLA

Independent Community
Living Australia
Everyday life changing

... and confidentiality rights.

Your privacy matters

As a person ICLA supports, you have the right to privacy and confidentiality. This means that information about you should be kept safe and only shared with people who need to know.

What is the National Disability Insurance Scheme?

The National Disability Insurance Scheme (NDIS) is a program in Australia that helps people with disabilities get the support they need to live their best lives. When you receive services through the NDIS, your personal information is collected to make sure you get the right support.

ndis



How does ICLA protect your privacy and confidentiality?

ICLA works with the NDIS and must follow strict rules to protect your privacy and confidentiality. Here's what you need to know:



Consent: Before sharing your information, service providers must ask for your consent. This means they need your permission before sharing any details about you.



Secure Storage: Your personal information should be stored securely. This includes keeping paper documents in locked cabinets and using passwords to protect electronic records.



Limited Access: Only people directly involved in providing your support should have access to your information. ICLA have policies in place to control who can see your details.



Confidentiality Agreements: Staff who work with you should sign confidentiality agreements. These agreements ensure they understand the importance of keeping your information private.



Training: ICLA train our staff on privacy and confidentiality. This helps them understand our responsibilities and how to protect your information.



Privacy Policies: Every service provider should have a privacy policy that explains how they handle personal information. You have the right to ask for a copy of this policy if you want to know more.



Your rights

As someone receiving support through the NDIS, you have rights when it comes to your privacy and confidentiality. These include:



Access: You can ask to see the information service providers have about you.



Correction: If you think any information is incorrect, you can ask for it to be fixed.



Complaints: If you're not happy with how your information is being handled, you can make a complaint. Service providers should have a process in place to handle complaints.

Your role

It's important for you to understand your rights and feel confident about how your information is being managed. Here's what you can do:



Ask Questions: If you're unsure about anything, don't hesitate to ask questions. Service providers are there to help you understand.



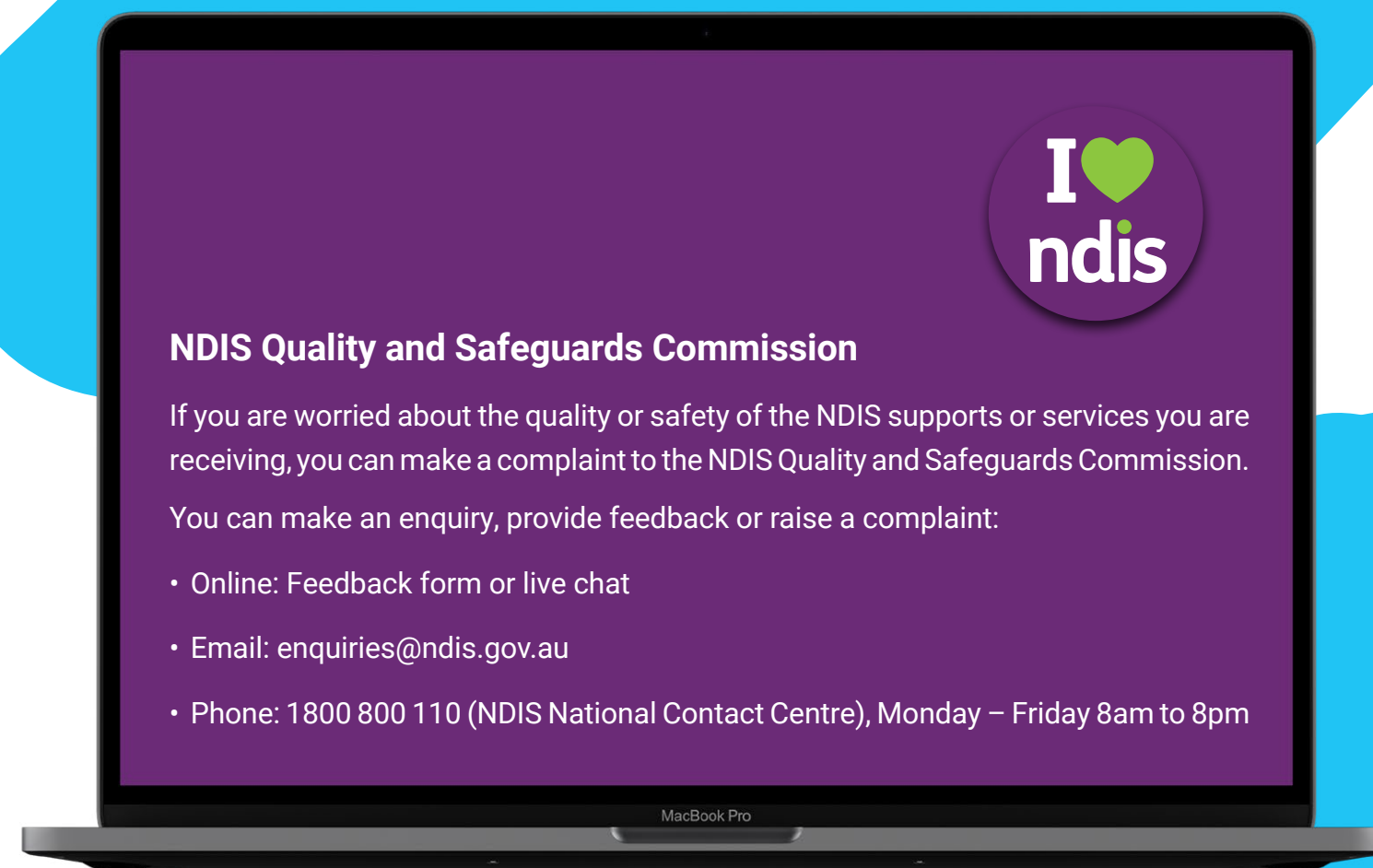
Be Informed: Take the time to read any privacy policies or agreements you're given. This will help you know what to expect.



Speak Up: If you're not comfortable with how your information is being handled, speak up. Your voice matters, and service providers should listen to your concerns.

Conclusion

Your privacy and confidentiality are important. Service providers working with the NDIS have a responsibility to protect your personal information. By understanding your rights and staying informed, you can feel confident that your privacy is being respected while receiving the support you need.



Reach out

ICLA offers services that are targeted at supporting individuals to achieve their personal goals, increase their confidence, independence and opportunity for social and community connection.

How you can reach us:

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