

Participant Brochure: Privacy

Introduction

At SCL Support Services, we respect your privacy and are committed to protecting your personal information. This brochure explains our commitment to safeguarding your information, why we collect it, and how it is managed.

You can give this brochure to your support people and advocates.

Your Personal Information

Your Rights

As an NDIS Participant, you have the right to:

- Access and update your personal information
- Withdraw consent for the collection or sharing of your information (where legally allowed)
- Make a complaint if you feel your privacy has been breached

Why we collect your personal information

We collect personal information about you to provide tailored NDIS supports and services that meet your needs and goals, including:

- Understanding your support requirements and preferences
- Delivering services in line with your NDIS Plan
- Meeting our legal and regulatory obligations as a Provider
- Ensuring your safety and well-being during service delivery

Who We May Share Your Information With

We only share your personal information when necessary to provide supports and services or as required by law. This may include:

- **NDIS Commission:** For reporting incidents or meeting compliance requirements.
- **Healthcare Providers:** Such as doctors, therapists, or other specialists involved in your care.
- **Advocates or Guardians:** With your consent, to ensure your needs are understood and supported.

- **Regulatory Bodies:** To comply with mandatory reporting or auditing obligations.
- **Emergency Services:** In urgent situations where your safety is at risk.

What SCL Support Services will do

We will always seek your consent before collecting or sharing information, unless it is required by law or in an emergency.

What information we will collect

The information we may collect includes your:

- Name
- Contact details
- NDIS number
- Medical history
- Emergency contacts
- Details of your NDIS Plan.

How We Protect Your Information

SCL Support Services uses secure systems and practices to protect your personal information. This includes:

- Storing information in secure electronic systems
- Restricting access to authorised personnel only
- Regular staff training on privacy and confidentiality
- Complying with Australian Privacy Principles to ensure accuracy and security

Contact Us

If you wish to access or update your information, or if you have any concerns about your privacy, please contact us.

How to contact SCL Support Services

- **Talk to us in person:** Speak to your Support Worker or any team member
- **Call us:** Ring us at 0481 213 622
- **Email us:** Send your feedback to enquiries@sclsupportservices.com.au

- **Write to us:** Post your comments to 2/19 Gordon Street, Coffs Harbour, NSW 2450
- **Website:** Visit www.sclsupportservices.com.au

At SCL Support Services, your privacy is our priority. We are here to support you and ensure your information is handled with the utmost care and respect.