

Your privacy

This document will tell you what we want to know about you, how we find it out, how we use it, how we keep it safe, how you can change it, and how to make a complaint.

Personal information is any detail that can identify you, including:

- Your name, address, and date of birth
- Your contact details
- The services or support you receive
- Notes written by staff about your care or services
- Your health information, medical history or care plans or goals



We will only share your personal information if:

- You give your consent (say "yes")
- The law says we must



You can choose not to share some information, but this might mean we may not be able to give you the care or services you need.

We collect information so we can:

- Plan and manage your health and support services
- Keep records of the services we provide
- Contact you when we need to
- Check and improve what we do for you
- Work with others who support you



How we keep your information safe:

- Paper records are locked away in secure offices
- Computers have strong security protection
- Only people who need your information can see it
- We train staff to follow privacy rules



We may get information from:

- You or your family
- Other health care providers or services that support you
- Government departments, services or programs



You can:

- Ask to see the information we have about you
- Ask us to correct any information that is wrong
- Ask us to tell other services about changes to your information



Making a privacy complaint

If you don't like the way we have used your personal information, you can:

- Think about what you want us to do differently and write to us **www.sjog.org.au/privacy**
- If you don't think we have fixed the problem you can contact the Office of the Australian Information Commissioner. Visit **www.oaic.gov.au** for more information



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