PRIVACY AND CONFIDENTIALITY FACT SHEET

REF No. SP-DOC-006

Fairhaven Services is committed to protecting your privacy. This document summarises how we handle, store, and protect your personal details under the *Privacy Act 1988* and Australian Privacy Principles.

Consent to collect and share information

We will ask for your written consent to gather and share personal data with:

- Support Networks: Your family, carers, and alternative service providers.
- Health Professionals: Your doctors, therapists, and medical teams.
- Government Bodies: The National Disability Insurance Agency (NDIA) and tribunals like NCAT.

Note: You can change your mind or withdraw your consent at any time by notifying us.

Why we collect your information

We collect and store personal information (such as your name, date of birth, address and personal needs) so that we may provide you with quality services. All participant records are kept securely in Flowlogic, our client relationship management system. This information helps us to:

- develop a support plan based on your individual needs, choices, requirements, strengths, goals, culture, values and beliefs
- manage and improve the services and supports that we offer
- manage our legal and NDIS registration requirements.

How we keep your information safe

We protect your records using modern data security protocols:

- Staff Training: All workers are formally trained in data safety rules.
- Confidentiality: Every employee signs a binding non-disclosure agreement.
- System Security: We use physical locks, strict password access and digital firewalls.
- Restricted Access: Only authorised personnel who actively support you can view your files.

Who do we share your information with?

Fairhaven may need to collect information from and share information with other agencies or people involved in providing you services and support. This can include carers, family members, doctors and other support providers. This helps us to understand your individual needs and develop a suitable plan to support you.

There may be times when your information is shared without your consent, for example:

- when it is legally required or authorised under an Australian law, or court or tribunal order
- if requested by an enforcement agency, such as the police
- in an emergency to prevent a serious threat to the life or health of an individual.

Accessing and Correcting Your Records

- you can ask to access any personal information we hold about you at any time by contacting us (see the details below)
- where we hold information that you are entitled to access, we will try to provide it you in an accessible form
- there may be some situations where we cannot let you access the personal information we hold, for example if giving you the information would compromise the privacy of other people
- if that happens, we will explain in writing why we had to refuse your request
- if you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you can ask us to amend it.

Lodging a Privacy Complaint:

If you believe your privacy has been breached, you can raise your concerns:

In writing: 209 Brisbane Water Drive Point Clare NSW 2259

Phone: (02) 4349 5500

Email: AskHR@fairhaven.org.au

Website: https://fairhaven.org.au visit the website and fill out the "*Tell Us What You Think*" Form.

A complaint can also be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines)
- or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.

This Fact Sheet is a summary of Fairhaven's Privacy and Confidentiality Policy. If you would like a copy of the policy, please contact the People and Culture Manager: Phone: (02) 4349 5500 Email: AskHR@fairhaven.org.