



SALS
Privacy and Complaints Policy
(easy read)
2018

This book tells you about our Privacy and Complaints Policy.

For more information see the full policy at

www.livingsolutions.org.au



Your Privacy

This book is about your privacy. Privacy means



- things we know about you



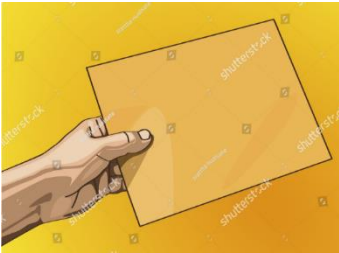
- what we do with what we know.

This book will tell you

- what we know about you



- why we know things about you



- how we will use what we know



- how you can change what we know



There are laws to protect your personal information.

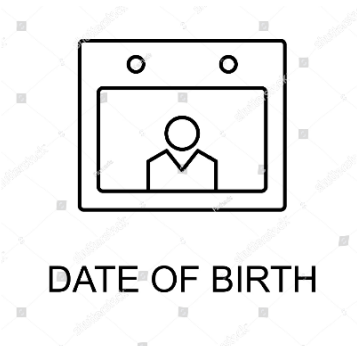
Personal information could be about



- your name



- where you live



DATE OF BIRTH

- your date of birth



- your health or disability information.



We will keep your information private.



Private means we will not tell people about it unless we have to.

We collect information about you to provide help to you in your home and to receive services from us.



How we keep personal information safe



We keep paper records safe in our offices.





We keep information on our computers safe.



We only tell people your information if the law says they can know.

You can give consent for other people to give us your information.



Consent means you say yes.

To make sure you are ok with sharing information we ask you to sign a form.



It says who we share information with and why.



You can decide if you give consent for the use of your image in digital media



You can tell us if there is someone you don't want us to share information with.

You can make a complaint if you are not happy with something that we have done.



It is okay to get help to fill out a complaint form.



Ask your support worker for a complaint form and they can help



you fill it in.



We will listen to what you think.



What will happen if I am still not happy?

If you are not happy with our response, you can contact
Privacy and Complaints officer on (08) 8338 0795

Or you can contact other services like...

Health and Community Services Complaints Commissioner (08)
8226 8666 1800 232 007 Country SA (land line) PO Box 199,
Rundle Mall Adelaide SA 5000 www.hcsc.sa.gov.au

Ombudsman SA 1800 182 150 PO Box 3651, Rundle Mall
Adelaide SA 5000 ombudsman@ombudsman.sa.gov.au
www.ombudsman.sa.gov.au

Aged Care Complaints Scheme 1800 550 552 (toll free)
Department of Health and Ageing GPO Box 9848, Adelaide SA
5001 www.agedcarecomplaints.govspace.gov.au

Office of the Guardian for Children and Young People (08)
8226 8570 GPO Box 2281, Adelaide SA 5001
gcyp@gcyp.sa.gov.au www.gcyp.sa.gov.au



We want to make the service better for you and other people.