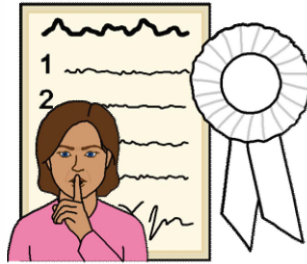


## About your Privacy Policy



Easy English



Better Health Network

Our services

- Adult Disability Support Services
- NDIS Support Coordination
- Social Support Groups
- Primary Health - Therapy Services
- Primary Health - Child and Family Services

## Hard words



This book has some hard words.

When we write a hard word for the first time

- the word is in **blue**
- we write what the hard word means.



You can get someone to help you

- read this book



- understand this book



- find more information.

## About this book

This book is by Better Health Network.

When we say **we** it means Better Health Network.

## About our privacy policy

This book is about our **privacy policy**



Privacy policy means a list of rules that says how we follow the law to keep your information private.



It tells you



- what we know about you
- what we do with the information we know.



**Privacy** means we do not tell people your information unless the law says we have to.



**Policy** means what the law says we must do.



## Privacy laws

**Laws** means the government or a court makes rules for everyone.



Everyone must follow the rules.



There are rules to protect your privacy.

We will make sure our **staff** follow the rules.

Staff means the people who work for us.



Staff will only share your information if the law says we can.



## What we must do

The law says we must



- keep your information safe



- only get information to help you



- tell you how to get your information



- tell you about privacy



- obey privacy laws.

## Personal information

The law protects the privacy of your personal information.

Personal information could be



- your name



- your date of birth



- where you live



- information about your health



- information about your disability.



## How we keep information private



We tell you how to get your information.



We help you understand about privacy.



We only ask for information to support you.



We ask you if it is okay to share your information.



We keep paper information locked away.



We keep the information on our computers secure.



We obey privacy laws.

## How we use your information



We use your information to give you the right supports.



We tell other people your information so they give you the right supports.



You must give us **consent** before we can tell other people your information.



Consent means you say **yes**.



We might have to tell other people your information, if the law says we have to, even if you say **no**.

We only do this



- if the law says we have to

and



- to protect you from harm.

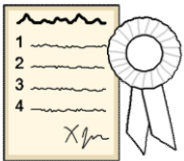
Safe means being protected from danger or risk



## Find out more



Staff can tell you more about privacy.



Ask to see our Privacy Policy.



We can help you ask other people about your privacy.

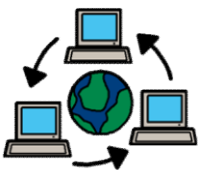
## Victorian Information Commissioner

Ask the Victorian Information Commissioner

about privacy.



Call 1300 666 444



Website [www.privacy.vic.gov.au](http://www.privacy.vic.gov.au)



## More information

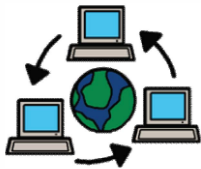
You can contact us if you have any questions.



Call            03 8587 0200



Email            [NDIS@cbchs.org.au](mailto:NDIS@cbchs.org.au)



Website        [www.bhn.org.au](http://www.bhn.org.au)



## National Relay Service

Help for people with hearing or speech difficulties.

Call            1800 555 660

Website        [communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)



The Picture Communication Symbols ©1981–2020 by Tobii Dynavox  
All Rights Reserved Worldwide. Used with permission.

Boardmaker™ is a trademark of Tobii Dynavox.  
Permission must be obtained from Tobii Dynavox to use, copy,  
reproduce, digitise, adapt, modify, communicate or publish any part  
of these materials.

©Copyright – Better Health Network 2020