



## At Lifeplan, we keep your information private and confidential.

As part of our service to you, Lifeplan will collect some of your personal information.

This might include:

- Details like your name, address, phone number and date of birth
- Details of your support network, like your parents or Guardian
- Information like your medical plans
- Other information like your NDIS Plan
- Information from other services you use.

We will ask for your permission to share and to collect your information.

This is called **consent**.

We will look after your information and make sure that it is secure.

This includes:

- Our staff have their own password to their computers – so no one else can read private records
- We will store private information in locked cupboards
- We make sure that any time information is removed from the office, it is stored securely

If you feel unhappy with the way that your private information has been handled, then you can **complain**.

You can complain to Lifeplan:

- Make a complaint by speaking to the person
- Write a letter:
  - to a staff member
  - the CEO of Lifeplan
- Send a letter: 122-124 Mills Street, Welshpool, WA 6106
- Call (08) 9277 7223

If you want to complain about the way your privacy has been handled, you can also complain outside of Lifeplan.

You can complain to:

Office of the Australian Information Commissioner

<https://www.oaic.gov.au/>

**NDIS Commission:**

Call: **1800 03 55 44**

Or go to their website:

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)