

HPA Privacy Easy Read Fact Sheet



You can ask for help to read your HPA Inc. (HPA) documents.
A friend, family member or support person may also be able to help you.

HPA ensure we protect the rights of all people. This document explains how we protect the privacy of everyone, all the time.

Please ask your supervisor if you require a copy of the HPA Privacy Policy. This is a summary of some of the important parts of that document.

We ask for your personal information:

- At HPA we will always have a consent form completed by yourself and your parent or guardian. We only share information to people you have provided consent for.
- We ask for your personal information so we can provide you with all the supports you need.
- We will ask for your personal details when you apply for our services. We might ask additional details when we speak to you face to face, in a meeting. We will ask for details when we create your Individual Support plan.

Your personal information will be stored:

Records will be filed on paper or in the computer, this will include information you have given us as well as records from meetings, interviews and discussions.

The kinds of personal information we may ask you for:

- Name and address
- Phone number and email address
- Bank details
- Birth date
- Medical information
- NDIS information
- Parent or Guardian details
- Photos and videos of you

Sharing your information:

- Sometimes we work closely with other organisations to help you get the best outcomes for your support plans. Sharing some of your personal information makes sure your goals and needs are fully understood and met.
- If there is an emergency and you need medical help we may need to provide your information to other people from other organisations, to be sure you get the care you need.

We will:

- Provide you with privacy when talking about personal information.
- Only collect, use, and store necessary information to provide the supports and activities you need.
- Collect this information only with your consent.
- Listen if you tell us you want to withdraw consent at any time.
- Use fair and lawful ways to collect information.
- Let you know what information is held, what it is used for, and who will have access to it.
- Keep accurate, complete and up-to date information.
- Help you look at or update any personal information we have about you.
- Work to protect this information from people who should not have access to it. Our records are protected by layers of security and HPA staff follow privacy procedures.
- Make sure your stored information is not accessible if no longer needed.

**HPA Privacy
Easy Read Fact Sheet
Signature Page**

My name is: _____

I have been provided a copy of the HPA Privacy Easy Read Fact Sheet.

Date: _____

Signed: _____

I have received training that includes HPA Privacy information.

Date: _____

Signed: _____