



Easy Read Privacy Guide

Thrive Pathways

Your Information. Your Rights. Protected.



This is an **Easy Read** guide.



You can ask someone to **help you read** this.



This guide tells you what **privacy** means.

It tells you how we keep your **personal information** safe.

It tells you about your **rights**.



What is privacy?



Privacy means keeping your personal details **safe**.



You control who can see your information.



We follow the **Privacy Act 1988**.

This is a law about keeping information safe.



We have a **Privacy Policy**.

Ask us if you want a copy.



What is personal information?



Personal information is information about **you**. For example:

- Your name and date of birth
- Where you live
- Your NDIS number
- Your health and support needs
- What you like or do not like



We only collect the information we **need** to support you.

How we protect your privacy



We keep your records in a **safe**, secure place.



We only share with people who are **helping** you.



We **ask you first** before we share.



We follow the **Privacy Act 1988**.

Can you say no?



Yes. You can say **no** to sharing your information.



You can ask us not to share with **certain people**.



You can **change your mind** at any time.



We will always **respect** your choice.



Who can see your file?



These people may see your file:

- Your support workers
- Our directors
- Health workers, **only if you agree**
- Family or carers, **only if you say yes**

Can you check what we have?



You can ask to **see** your information at any time.



You can ask us to **fix** it if something is wrong.



You can ask **how** we use your information.



We will help you **understand** your file.



When we share without asking



If you or someone else is in **danger**.



If the **law** says we must.
For example, the police or a court.



We will still try to **tell you** if this happens.

What we ask you to do



Tell us if your contact or health details **change**.



Ask us if you have any **questions**.



Tell us if you are **unhappy** about anything.



Need help?



Talk to your **support worker** or any of our team at any time.



You can also contact an **advocate**.



Not happy with how we handle your information?
Tell us first. We will try to fix it.



Not fixed within **30 days**?
You can contact the **OAIC**. Their details are below.



Contact us



Call us on **1300 429 593**



Email us at **hello@thrivepathways.com.au**



Write to us at:

PO Box 75R, Redan VIC 3350



Visit our website at **www.thrivepathways.com.au**



You can also talk to **any of our team** in person.



Do you need an **interpreter**?

Call **TIS National** on **131 450**.

Ask them to call us on **1300 429 593**.



Do you find it hard to hear or speak?

You can use the **National Relay Service**.

Ask them to call us on **1300 429 593**.



Other places that can help



Office of the Australian Information Commissioner (OAIC)

They look after **privacy** rights in Australia.

Phone **1300 363 992**

Website **www.oaic.gov.au**



Find an advocate

An advocate is someone who helps you **speak up**.

Website **askizzy.org.au/disability-advocacy-finder**