

Easy Read Privacy and Confidentiality



ACCESS 2 PLACE HOUSING

Access 2 Place wrote this information. When you see the words '**we**' or '**us**' or '**A2P**' it means Access 2 Place.



We have written this document in an easy to read way. It has key details from other documents.



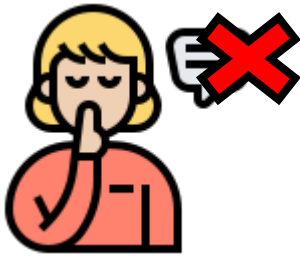
You can read this document with your family or a support person. Pictures can help you talk about what is in the document.

Privacy and Confidentiality



Information about someone is **confidential**.

We will only share it if we need to and are allowed to.



Confidentiality is when we do not share someone's information, we keep it private.

Collecting information



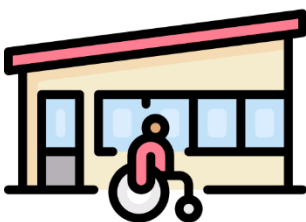
A2P collects, stores and uses some personal information about some people. This document talks about how we do this.



The people we have information about are **tenants** or **applicants**.



Tenants are people living in our houses.



Applicants are people asking to live in our houses.



The information we collect helps us to provide services to people.



We will follow the laws and NDIS rules about how to collect, use and store information.

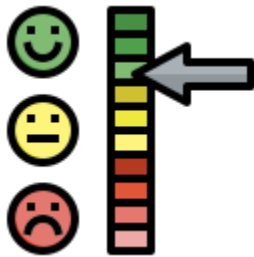


Being careful with this information helps to keep people safe.

Why do we collect information?



- To understand people's housing needs



- To provide a good service to tenants or applicants



- To make sure we charge our tenants the correct rent

What types of information do we collect?



- Name and date of birth



- Phone number, email address, home address



- Notes from conversations



- Details of what someone may need at home – like a ramp or a garden



- Income information – like a Centrelink statement



- Reports or plans from NDIS, doctors, or specialists

How do we collect information?



- People send it to us by email or post



- People contact us through our website or social media pages



- We talk with people



- We download it from a website (like Centrelink), if we have permission



- People ask a family member or helper to give information to us for them

Internet privacy



A2P has our own webpage. We also use

these social media:

- Facebook
- LinkedIn
- Instagram



If you contact us through social media, it is

good to:

- check your privacy settings
- check the privacy settings of the social media provider

How do we store information?



Information we have about people is private and we keep it secure.



If we need to keep information on paper we will keep the files locked away.



Computer records are locked using passwords and computer security systems.



If we do not need to keep documents any more we destroy them.

Consent to share use or information



When a person says we are allowed to do something we call this **consent**.



You may give us consent to talk with someone for you – like a family member or NDIS worker.



You do not have to give consent, it is your choice.



If we want to take your photo we will ask for your consent first.



If we want to share information about you we will ask for your consent first.



If you change your mind please tell us.
You can withdraw your consent at any time.
Our contact details are on the last page.

Can you check the information?



Yes, you can. If you want to know what information we have about you, please ask us.



There may be some information we choose not to share with you, especially if it is private information about someone else.



If you think the information we have about you is wrong, please tell us so we can fix it.

How do we use the information?



There are 3 main ways we use the information we have about people.

1. Service
2. Reports
3. Publicity

1 – Service: providing a service to applicants and tenants.

This can be:



- Checking that people are allowed to live in our homes
- Understanding more about people and their lives
- Understanding what people need in a home



For this work we may talk with other A2P staff to make decisions.



We may also talk to a person's family or NDIS workers, but only if we are allowed.

2 – Reports: reporting our work to the Housing Regulator, the government and the NDIS.



This is mostly general information about groups of people, not personal details about one person.



If there is a problem or a complaint then we may have to share more information.



If someone is in danger or has been hurt we have to report it.

3 – Publicity: telling the community about what we do.



You may want to share a story in our newsletter.



We may ask to take a photo of you or your home.



We will only share your story or picture if you say we are allowed.

Making a complaint



If you are not happy with how we dealt with your information you can make a complaint.



You can lodge your complaint on our website or by contacting us directly. Our contact details are below.

Questions?



If you have any questions or would like more information please contact us:

- phone: 08 8274 6300
- email: info@access2place.com.au
- web – <https://access2place.com.au/>
- visit or write – 20 Greenhill Road,
Wayville SA 5034