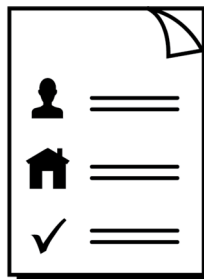


Our privacy policy



Easy Read

About this booklet



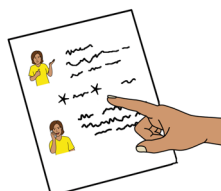
This booklet is from Therapy Focus.



This booklet is written in a way that is easy to understand.



You can read more information about this topic on our [website](http://www.therapyfocus.org.au)
www.therapyfocus.org.au



We add a star before and after ***hard words***.
Then we explain what the words mean.



You can ask someone to help you read and understand this booklet.



Contact information is at the end of this booklet.

Your ***privacy***



Privacy means how we keep your ***personal information*** safe.



Examples of your personal information are your name and address.



We follow privacy laws to keep your personal information safe.



Your privacy is important to us.



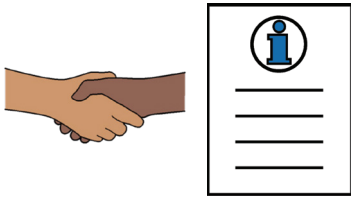
We have a ***Privacy Policy***.

The Privacy Policy explains how we manage and protect your personal information.



You can read about the policy on our [website](http://www.therapyfocus.org.au/how-we-work/privacy-policy)
www.therapyfocus.org.au/how-we-work/privacy-policy

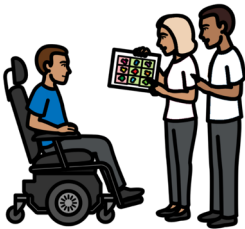
Why we keep your information



When you agree to use our services, we need to collect and use your personal information.



We might need to share your personal and health information with other groups who give services to you.



We only keep information we need to help us give services to you.



When we ask for information we will tell you why we need it.



For example

- to understand what support you need



- to make reports for organisations that give money to us for services.

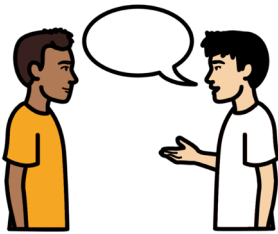


What happens if I do not give my information?



If we do not have important personal information that we need, we might not be able to give you services.

How to give us information



To get the information we need we might

- talk to you



- ask you to fill out a form



- ask for information from other health professionals and service providers that give you supports.

How we protect your information



We keep your information safe and private.

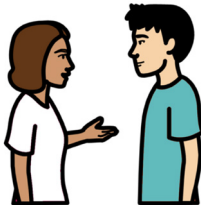


Only the people who need to see it can read it.



If you stop getting services, we will make sure your information stays safe.

What happens if we need to share your information



We might need to talk to other professionals or agencies who support you.



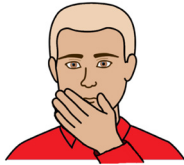
We might need to share your information when we do this.



For example, we might share information with your school, support coordinator or doctor.



Sometimes we might need to share your personal information for legal reasons.



We will not share your information with anyone unless we need to.

You can ask us for the personal information we keep



You have the right to ask for access to the personal information we keep about you.



Talk to your therapy team if you want copies of the information we keep.



You can email us to ask for copies of information we keep.



Email privacy@therapyfocus.org.au

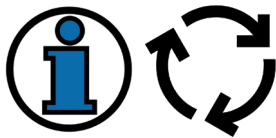


We might ask you to send a request in writing.



We might charge a small fee to access the information we keep.

Changes to your information



Tell us if your personal information has changed.



We might ask for copies of legal documents to confirm the changes.



Tell our Customer Experience Team about the changes.



Call 1300 135 373



Email enquiries@therapyfocus.org.au



You can also tell your therapy team.

How to make a *complaint*



A complaint means you are not happy and you tell us the reason why.



For example, you are not happy with how we collect, store or share your information.



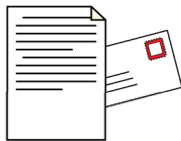
Tell our Quality and Risk Manager about your complaint.



Call 1300 135 373



Email feedback@therapyfocus.org.au



Mail PO Box 20
Bentley WA 6982

Other complaint services



If you want to talk to someone other than Therapy Focus, contact the Office of the Australian Information Commissioner.



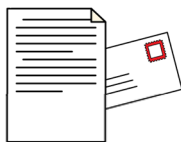
Call 1300 363 992



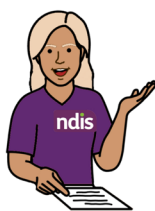
Email enquiries@oaic.gov.au



Online [OAIC website](http://www.oaic.gov.au)
www.oaic.gov.au



Mail GPO Box 5218
Sydney NSW 2001



If you are an NDIS participant, contact the NDIS Quality and Safeguards Commission.



Call 1300 035 544



Email feedback@ndis.gov.au



Online [NDIS Commission website](http://www.ndiscommission.gov.au)
www.ndiscommission.gov.au



If you use state funded disability services, contact the Health and Disability Services Complaints Office.



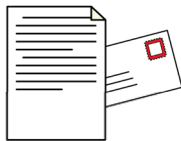
Call 1800 813 583



Email mail@hadsco.wa.gov.au



Online [HADSCO website](http://www.hadsco.wa.gov.au)
www.hadsco.wa.gov.au



Mail GPO Box B61
Perth WA 6838



If you use aged care services, contact the Aged Care Quality and Safety Commission.



Call 1800 951 822



Online [What to do if you have a complaint](http://www.agedcarequality.gov.au/contact-us/complaints-concerns/what-do-if-you-have-complaint)
www.agedcarequality.gov.au/contact-us/complaints-concerns/what-do-if-you-have-complaint



More information



For more information, contact Therapy Focus.



Call 1300 135 373



Online [Therapy Focus website](http://www.therapyfocus.org.au/contact-us)

www.therapyfocus.org.au/contact-us



Email enquiries@therapyfocus.org.au

Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.



Call 1800 555 660



Online [NRS Helpdesk](https://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)
www.accesshub.gov.au/about-the-nrs/nrs-helpdesk

Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.



Call 131 450



Online [TIS National](https://www.tisnational.gov.au)
www.tisnational.gov.au

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