

Privacy

FamilyCare



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

We will write contact information at the end of this book.



About this book

This book is from FamilyCare.

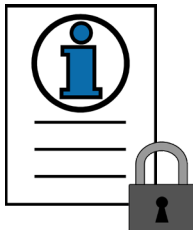


This book is about our **privacy policy**.

Our privacy policy says how we will keep your information safe.

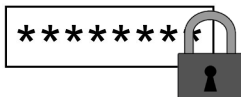


We will only share your information with other people if you tell us we can.



We might keep information about you

- on paper
- on our computers.



We use a password to keep the information on our computers safe.

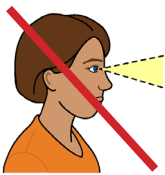
How we keep your information safe



We will do what the law says to keep your information safe.



Only our staff who work with you can see the information you share with us.



We will make sure that no one else can

- see your information



- use your information.



We will also make sure we do **not** lose your information.



We follow what the law says about when we can delete your information.



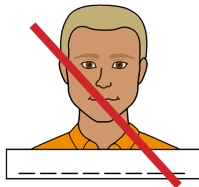
We might use your information to help us

- plan our work



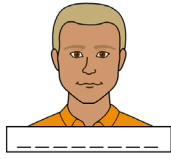
- do better at our work.

If we use your information to help our work we will make sure no one knows who you are.



For example, we will **not** use your name.

Information we will ask for



When you contact us we will ask for your

- name



- date of birth.

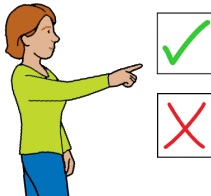


We might also ask about your family.

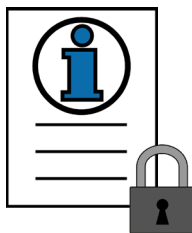
1	_____
2	_____
3	_____
4	_____

We will also keep information about

- your goals

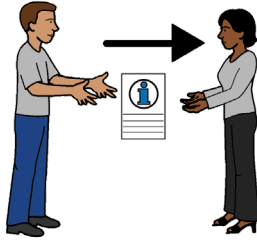


- how you try to reach your goals.



You can contact us if you have questions about how we keep your information safe.

When we have to share information



We **must** share some of your information if

- we think someone might get hurt or die



- you tell us you have done a **crime**.

A crime is when you break the law.

For example, if you



- hurt someone



- steal from someone.



We only share your information when it helps to keep you safe.



We **must** also share some of your information if there is abuse.

There are different kinds of abuse.



Physical abuse means someone hurts

- you
- someone else.



For example, if someone punches you.



Emotional abuse means someone says

things that make you feel

- bad
- scared.





Sexual abuse means someone

- makes you have sex with them when you do **not** want to



- touches your private parts when you do **not** want them to

- makes you touch their private parts when you do **not** want to



- shows you their private parts when you do **not** want them to.

When we have to share information



We **must** also share information if the court wants to

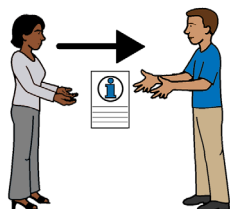
- see our information



- talk to our staff.



We will try to talk to you if we **must** share your information with anyone else.



We have to share some information with organisations that give us money.



For example, the Department of Health gives us money to do our work.



We might tell the Department of Health how many families we support.



We will **not** tell the organisations who you are.

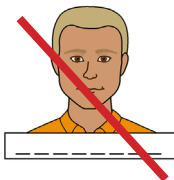
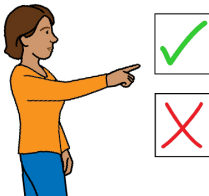
If we have to share information about you we will ask you to **consent**.

Consent means you can say

- yes

or

- no.



For example, we will only tell the organisations who you are if you say we can.

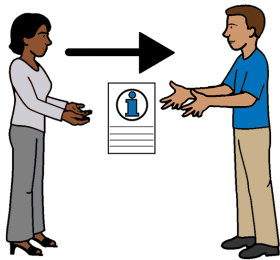
If you do not tell us information



You do **not** have to tell us the information we ask for.



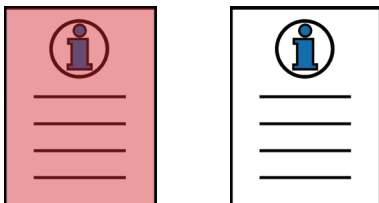
If you do **not** give us the information we ask for we may **not** be able to give you the help you need.



You can ask us if you want to see the information we have about you.



If we **cannot** show you the information we have about you, we will tell you the reason.



You can ask us to change the information we have about you if the information is wrong.



You can contact us if you are **not** happy with how we keep your information safe.



More information



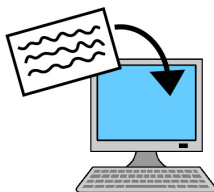
For more information contact
FamilyCare.



Call 5823 7000



Website familycare.net.au



Email info@familycare.net.au



You can also write us a letter.



The Privacy Officer FamilyCare
PO BOX 1069
Shepparton 3632

Other organisations who can help

You can also contact the
Health complaints Commissioner



Call 1300 582 113

You can also contact the
Victorian Privacy Commissioner

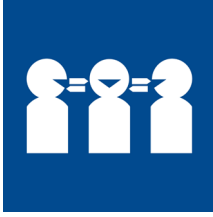


Call 1300 006 842

You can also contact the Office of
the Australian Information Commissioner



Call 1300 363 992



If you do not speak English

Use the free Translating and Interpreting Service or TIS.



Call 131 450

Give the TIS officer the phone number you want to call.



If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website bit.ly/nrs-helpdesk

Give the relay officer the phone number you want to call.

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