



**NDIS Quality
and Safeguards
Commission**

Privacy Collection Statement



Easy Read

www.ndiscommission.gov.au

About this information sheet



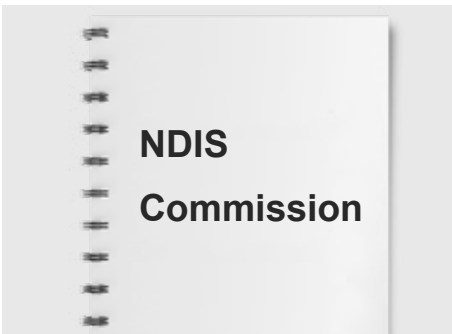
**NDIS Quality
and Safeguards
Commission**

The **NDIS Quality and Safeguards Commission** made this information sheet.



The **NDIS Quality and Safeguards Commission** make sure you

- Are safe
- Get good NDIS services.



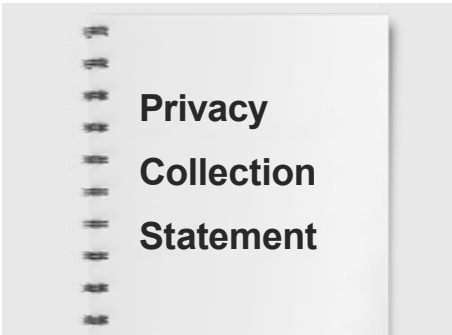
We will say **NDIS Commission** for short.



We might get **personal information** about you.



Personal information is about who you are.



This information sheet is called a **Privacy Collection Statement**.



This **Privacy Collection Statement** tells you the rules for

- How we get your personal information
- What we will do with your personal information.



We will give you this information sheet when we get your personal information.

The kind of personal information we get



We get different kinds of personal information.



This might be information like your

- Name and address
- Phone number and email address
- Bank details
- Birth date
- Jobs you have
- Languages you speak.

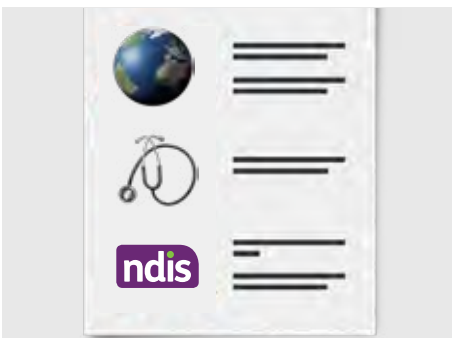


We might also get photos and videos of you.



We get information about your government numbers.

This might be a Centrelink Reference Number or your Medicare number.



Sometimes we might get other personal information like

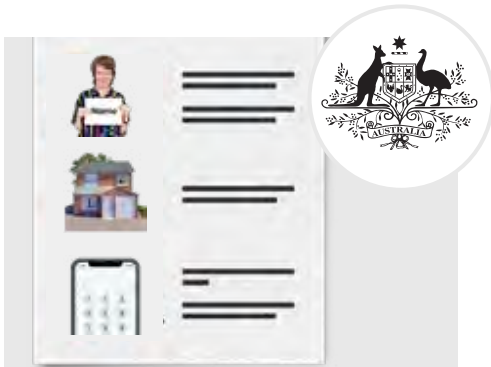
- Where you or your parents were born
- Your health
- The supports you get from NDIS.



We also might know if you have a **criminal record**.

A **criminal record** says if you have ever broken the law.

Laws about privacy



There are laws that say what we must do with your personal information.



The **Privacy Act** is a law that says how

- We must keep and use your personal information
- You can look at your personal information that we hold.



The **NDIS Act** is a law that says how information about people who use NDIS must be kept **private**.

Private means there are rules about who can see the information.

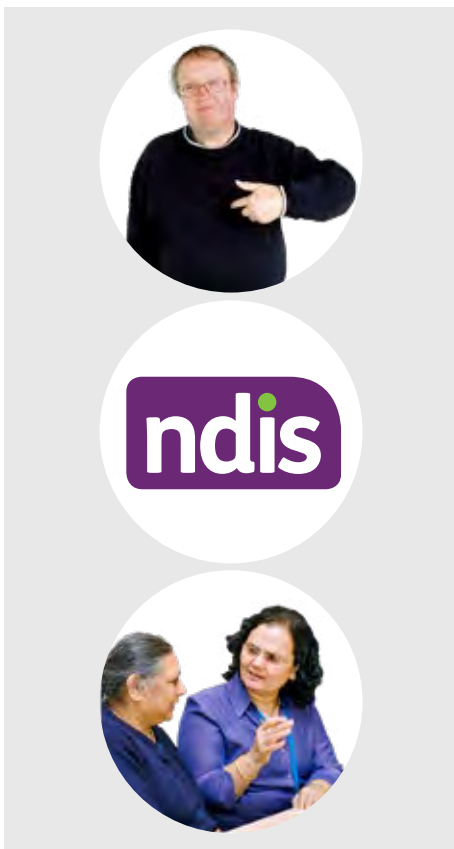


We will follow these laws to keep your information safe.

How we get your personal information



There are different ways we can get your personal information.



We might get your personal information from

- You
- An NDIS service you use
- A **representative**.

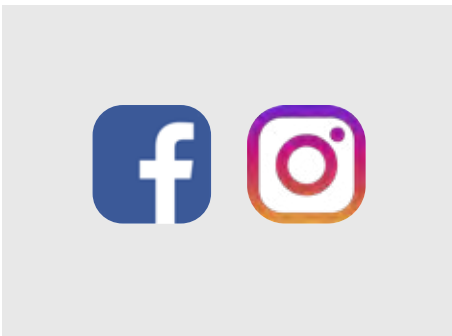
A **representative** is someone who can speak for you.



We might also get your personal information from other government services.



This might be services like courts or the police.



We might also get information from websites like Facebook and Instagram.



We use online or paper forms to get the information.



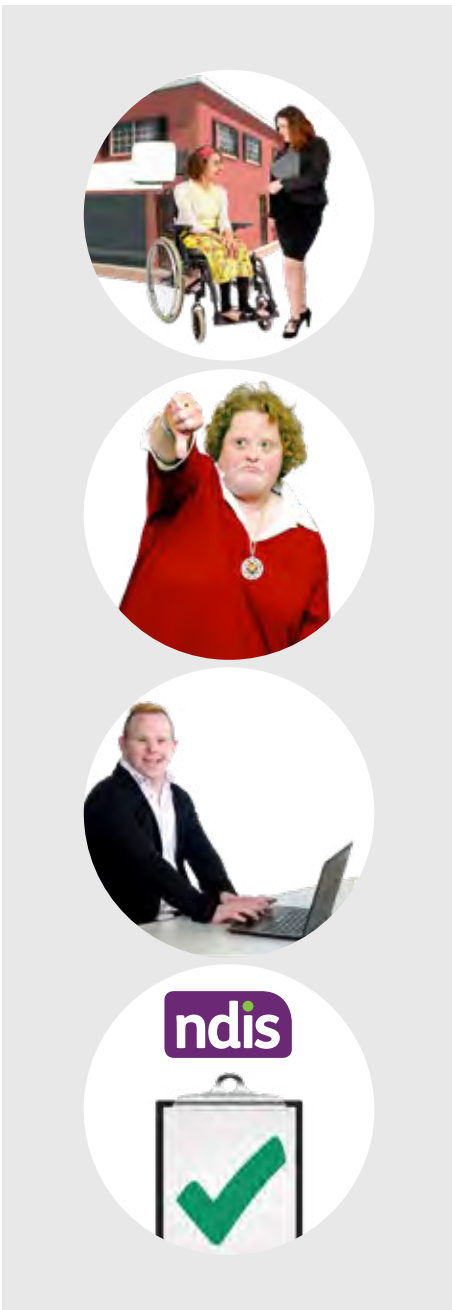
When we get your personal information we will try to tell you

- Why we need the information
- Who we might give the information to and why.

When we get your personal information



There are different times we might get your personal information.



This might be when we

- Decide if a service can be an NDIS provider

- Look at **complaints**

Complaints mean when you tell us you are not happy with something.

- Decide if you can work with NDIS

- Make sure NDIS services are doing the right thing.

How we use your personal information



We may need to use your personal information when we do our work.



This might be to check about staff who work at NDIS providers.



We might also need to give personal information to places we work with.



These are places like

- **The National Disability Insurance Agency**

The **National Disability Insurance Agency** makes sure the NDIS runs well

- **Disability Royal Commission**

The **Disability Royal Commission** looks into bad things that have happened to people with disability

- **Coroners**

Coroners are people who look into how someone died

- **Public Advocates**

Public Advocates can make decisions for people with disability.



We will only give personal information to these places if the NDIS Act and the Privacy Act say we can.



We will only use or share your personal information if you say it is okay.

How we keep your information



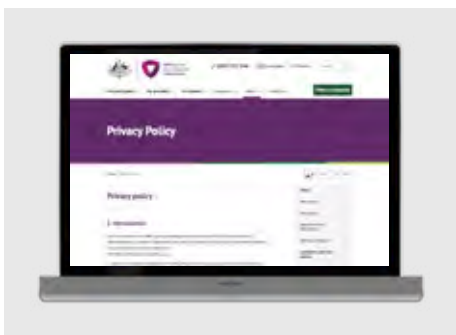
We keep your personal information in a safe place.



We follow the government rules about how to keep your personal information safe.



These rules are part of the Privacy Act.



You can read more about how you can see your personal information in our Privacy Policy.

You can read our Privacy Policy on our website at

www.ndiscommission.gov.au/privacy-policy.

Contact information

You can contact us if you want to



- Know how we keep your personal information



- Ask questions about our Privacy Policy



- Look at your personal information

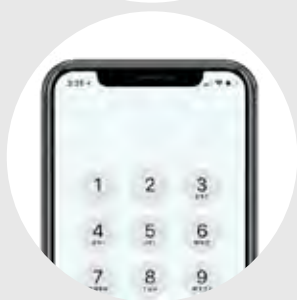


- Make a complaint.

To contact us you can



- Email us at **contactcentre@ndiscommission.gov.au**



- Call us on **1800 035 544**



- Mail us at
NDIS Commission Feedback
PO Box 210
Penrith NSW 2750.

Council for Intellectual Disability made this document Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at **business@cid.org.au**.