

## Keeping Your Information Up-to-Date

### Keeping it right

If your information is not correct, we may be unable to do a good job.

We appreciate it if you give us correct information and help us keep it up-to-date.

If your personal information changes, please let us know.

Moved house? New phone number? New service provider? New contact? - remember to tell us!

We will also check your information regularly and update it.



**This information is taken from our Incident Management Policy and Procedure. If you wish to read the entire policy, we are happy to provide a copy. Just ask us.**

## It's OK to Complain.

**Tell us what you think.**

**Call us:** 08 8322 2792

**Email:** [support@pahs.com.au](mailto:support@pahs.com.au)

### Pearson's Services

Level 1

4/378 Main South Road

Morphett Vale SA 5162

### Contact the NDIS Commission

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

**PHONE:** 1800 035 544

**TTY:** 133 677

Interpreters can be arranged.

### Advocates can help you complain

The National Disability Advocacy Program can help you work with an advocate.

**Email:** [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

**Or write to:**

Disability, Employment and Carers Group

Department of Social Services

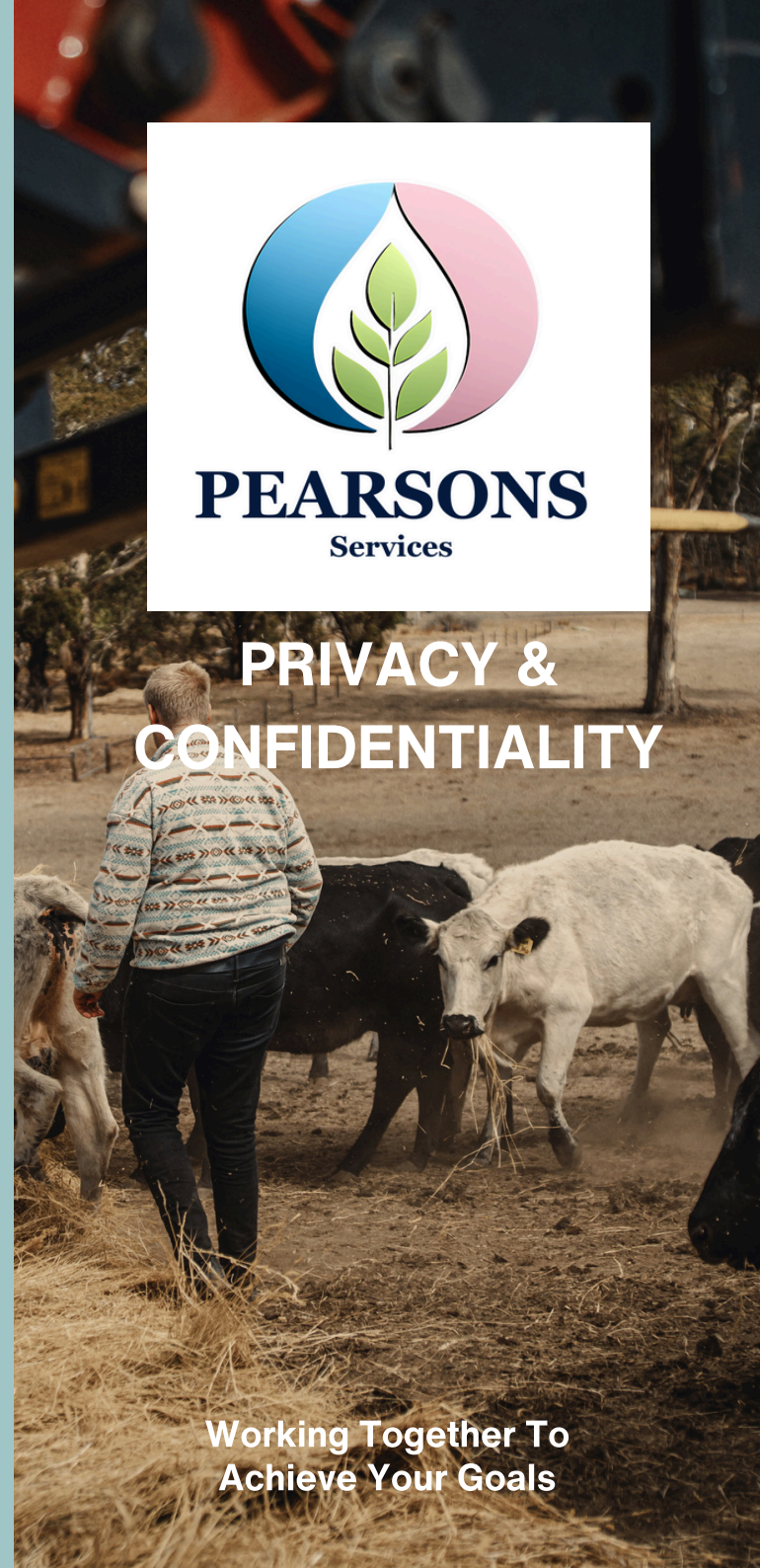
GPO Box 9820, Canberra ACT 2601

**Or search 'disability advocate' online.**



**PEARSONS**  
Services

## PRIVACY & CONFIDENTIALITY



**Working Together To  
Achieve Your Goals**



## Your Information

There are laws to make sure your information is kept private. These laws say:

- how we can collect information
- how we store information
- who can see your information
- what we do with your information

This brochure explains how we follow those laws, respect your privacy and what you can do to make sure your privacy is respected.



## Your Information Belongs To You

Your personal information belongs to you. We need your permission to collect information about you and to share your information.

You don't have to give permission.

Your information helps us provide good and safe services.

We only ask for information we need. We will tell you why we need it.

That includes photos and videos too.

If you don't understand why we need information, it's OK to ask us.

## Keeping Your Information Safe

We pride ourselves in our privacy policy

We will protect your information and only use it for the right reasons, and only show the right people.

The people who work with you need to see your information. It helps them deliver better services.

We will only share your information if:

- you give permission to share it, or
- we are very worried about your safety, or
- if the law requires us to share it.

You can see your information too. Just ask us.

