

Easy Read Privacy Notice

This notice is about the way we use your personal information. It explains what you can expect when you share your personal details with us.



About Us (LiveBetter)

We help people with disabilities to transition to the NDIS. (NDIS transitions)

We provide support to implement a participant's NDIS plan. (NDIS plan coordination)



We help people learn to be as independent as they are able to be. (Community Living Support)

We help people live well with others and participate in community life. (Therapy centre)

What information do we collect?

When you need our support, we will need to collect some information about you.

Sometimes this includes details about your family and carers.

Sometimes we need a lot of information to help you.

Tell us if there are some things you don't want to share.





How we collect your information

Most of the time we will ask you directly for the information.

We can also collect it from another person, if we ask you first, and you say that's OK.



Privacy laws

In Australia, we have laws about privacy. These laws say:

- We must keep information about you safe
- We must tell you how we will use the information about you
- You can ask to see information about you and ask to change it
- You can tell us if you are not happy with how we have used your information



How we use your information

Sometimes we need to share information about you with other people to:

- help us to work out how we provide services, and
- how we can provide services better.

The rules about sharing information



We can share information about you:

- if you say that it's OK
- so that we can give you the help you ask for
- so that we can prevent problems from happening, or stop people from being hurt
- if we are asked to provide information by the courts or police



In some cases we can share your information with:

- other Government departments or agencies
- other organisations that provide services
- medical people
- your carers or family

Contact us



If you'd like to know more about the information we keep about you and your privacy rights, you can call us on (02) 4979 7777.

Or...

Read our Privacy Policy on our website:

www.livebetter.org.au