Privacy Policy

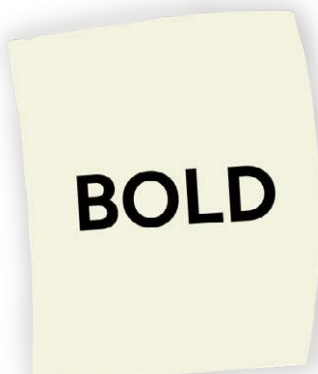Easy Read version June 2024

myintegra

MyIntegra wrote this Guide.

When you see the word **'we'** it means MyIntegra.

We have written this,
so it is easy to read.
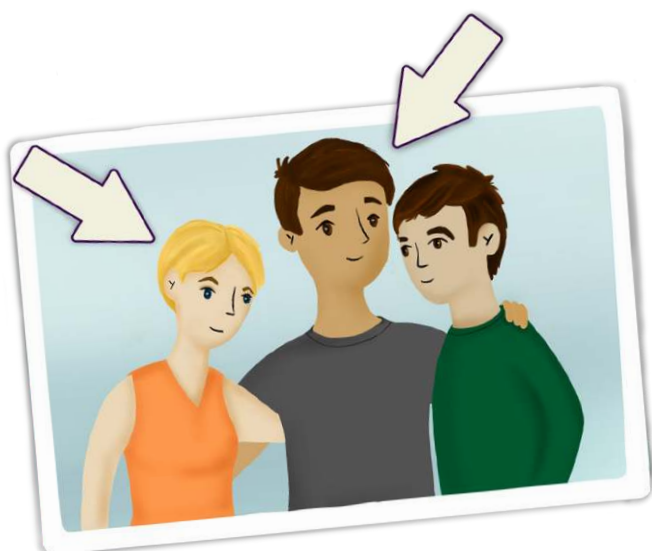We use pictures to
explain some words.

Some words are in **bold**.
We tell you what these
words mean.

At the end there is a word list with all the **bold** words.

This Easy Read document is a summary of our **Privacy Policy.**

You can have a family or friend to help you understand our **Privacy Policy.**

Privacy Policy

Our **Privacy Policy** describes:

- the information we know about you
- the rules about what we can do with your information
- how we use this information
- how you can change what we know
- how you give consent
- how you can see your information
- what happens if we make a mistake
- how to make a complaint
- how we manage conflict of interest

Laws in Australia make the rules about what we can do with your information. The rules also tell us what to do if something goes wrong.
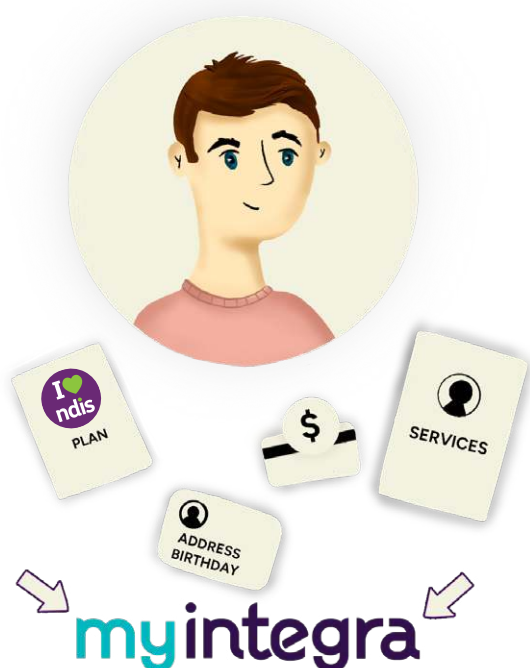
What we know about you **if you have shared it:**

- your name
- your address
- your birthday
- your **NDIS Plan**
- your bank account
- your support team and services
- your disability
- your health services

A **NDIS Plan** is a plan between you and the NDIA.

It lists your goals,

your services to help you reach your goals,

the services that the NDIA have agreed to pay for.

There are rules about what we can do with your information.

We cannot tell anyone anything about you unless you tell us we can.

But if we think you are hurt or in danger, we can use your information to get you help.

The rules say that if the police or a court of law ask us for information, we must provide it. We will tell you if this happens.
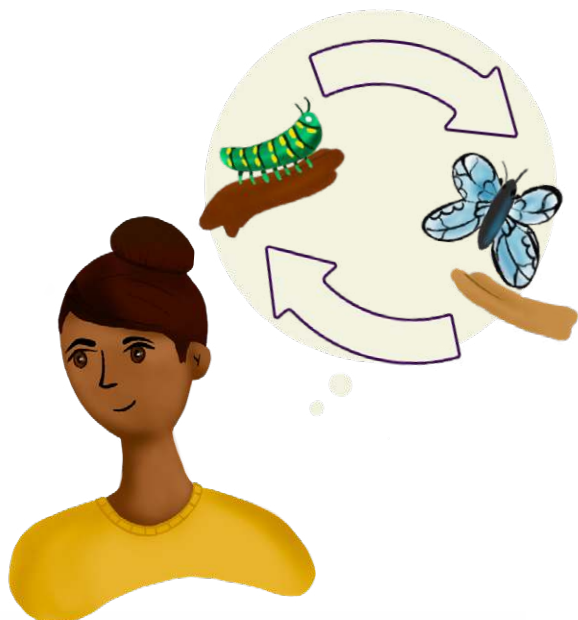
You can change your mind about who has your information.

We use your information to:
- give you services and supports
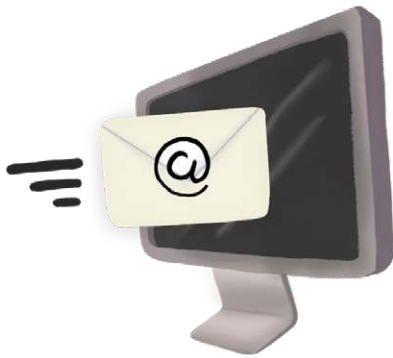- pay your bills
- contact you

You can change what we know by telling us.

You can tell us by:
- phone

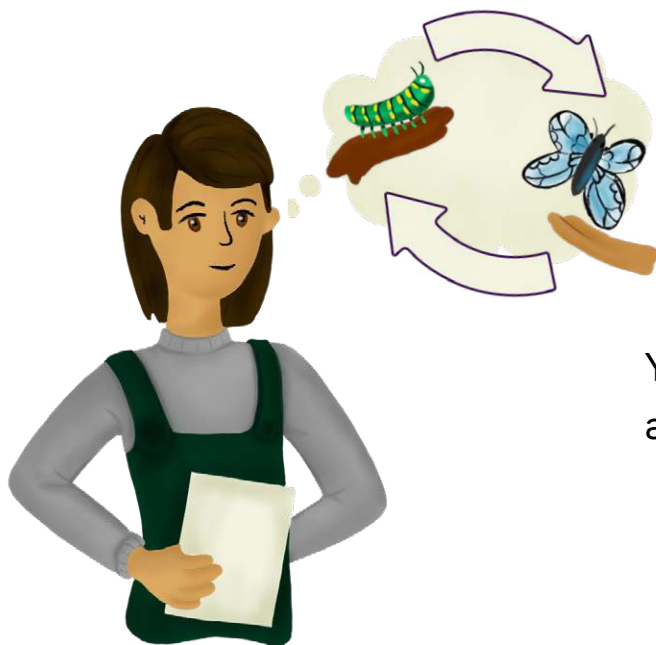- in person

- by email

- or by letter

How do you give consent?

Consent means we have asked you if you agree to something. This means saying yes or no.

You don't have to give **consent**.

You can change your mind about **consent** at any time.

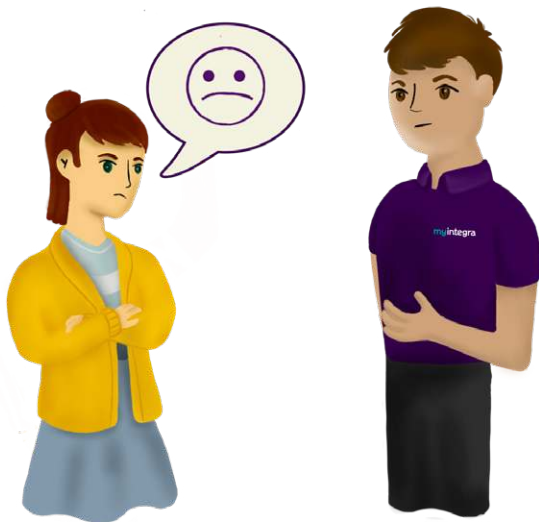If you **consent,** we write this down.

You can talk to your support coordinator or plan manager about **consent** at any time.

You can contact our privacy officer about **consent**.

How do you make a complaint?

You can make a complaint at any time.

Call, email or send us a letter.

We welcome your feedback.

You can get help to understand our **Privacy Policy**. Just ask us and we can help you.
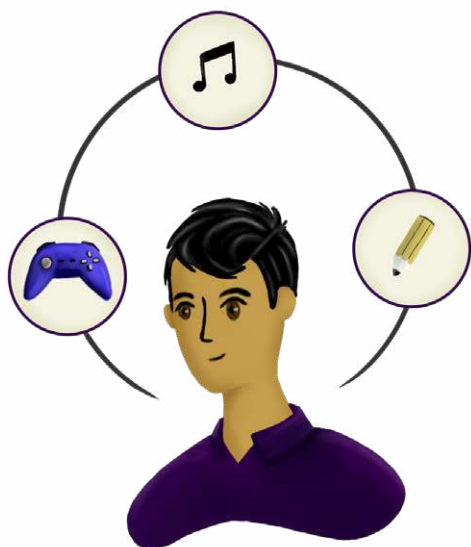
Conflict of interest

At MyIntegra our job
is to put you first.

This means always doing what
is best for you and doing what
is best for MyIntegra.

A **conflict of interest** is
when a staff member makes
a decision that is good for them.
This is wrong.

A staff members decision that is good for them is called a **personal interest**.

A direct **personal interest** can mean that a staff member gets money.

An indirect **personal interest** can mean that a staff member benefits someone else in the community, their friend or family member.

What do we do about conflict of interest?

Every staff member at MyIntegra must tell us about their **personal interests.**

We write this down. We make sure that **personal interests** never stop our staff doing what is best for you.

The CEO will check that the **conflict of interest** does not impact our services and supports to you.
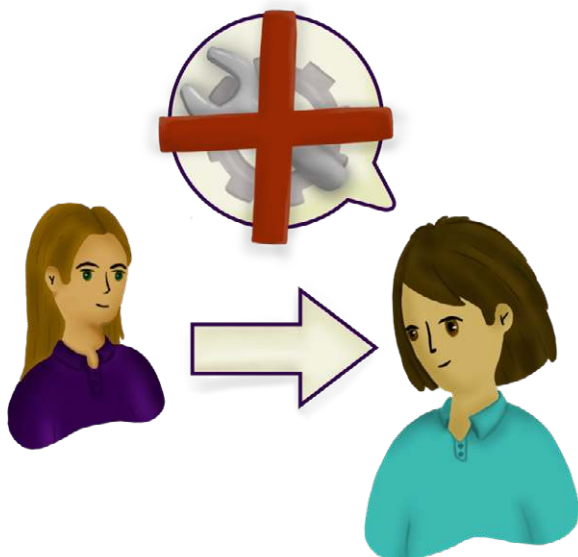
Please tell us if you think
a staff member is acting on
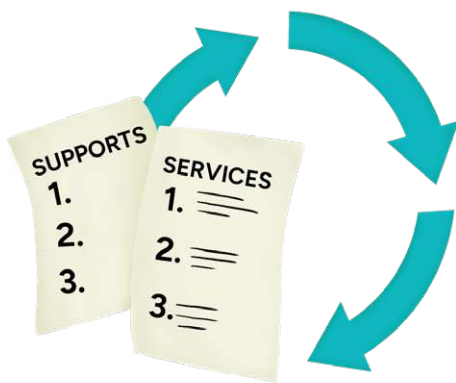their **personal interests.**

You can tell us by emailing,
phoning or writing to us.

We will work with
you to fix this.

If we cannot fix the problem we will refer you to another provider.

We will talk with you and make sure your services and supports keep going.

How we keep your information safe

Your information
is on our computers.

Our computers have passwords.

Our computers have a **firewall.**

This means that people outside of MyIntegra cannot see your information.

Only the people that need to see your information can see your information.

If we make a mistake, we will contact you.

You can see the information we have about you.

Write to our privacy officer:

@ privacy@myintegra.com.au

- MyIntegra Privacy Officer. 58 Ord St, West Perth, WA, 6005

Or call us

📞 1800 696 347

More information

For more information about our
privacy policy please follow this link:

myintegra.com.au

Website myintegra.com.au

Email choiceandcontrol@myintegra.com.au

Phone 1800 696 347

Support to talk to us

If you speak a language other than English, you can call:

Translating and Interpreting Service (TIS)

131 450

If you have a speech or hearing impairment, you can call:

TTY

1800 555 677

Speak and Listen

1800 555 727

National Relay Service

for a chat call:
https://nrschat.nrscall.gov.au/nrs/internetrelay

for a caption call:
https://nrschat.nrscall.gov.au/nrs/captionrelay
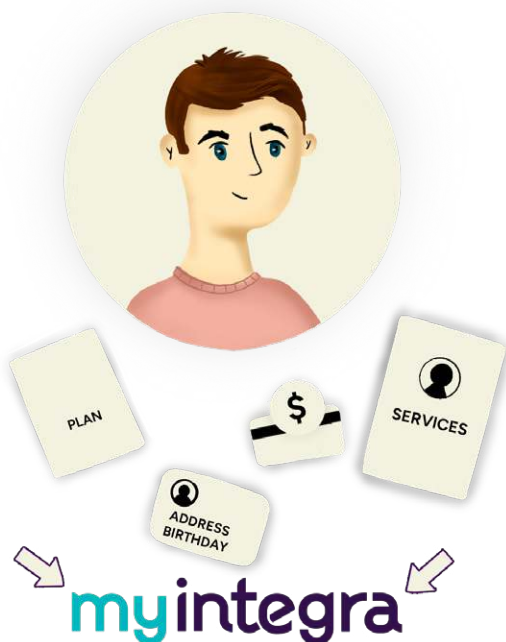
How can I access further privacy information?
Please contact our Privacy Officer on 1800 696 347
or via email privacy@myintegra.com.au

Word List

Our **Privacy Policy** describes:
- the information we know about you
- the rules about what we can do with your information
- how we use this information
- how you can change what we know
- how you can see your information
- what happens if we make a mistake
- how to make a complaint

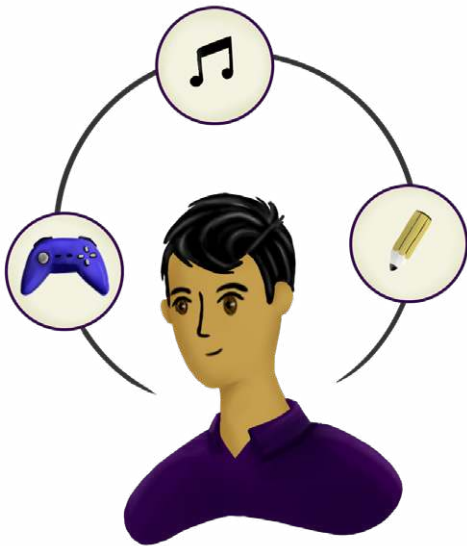An **NDIS Plan** is a plan between you and the NDIA.

It lists your goals,

your services to help you reach your goals,

the services that the NDIA have agreed to pay for.

Word List

Consent means we have asked you if you agree to something. This means saying yes or no.

A **personal interest** is a decision that is good for a staff member.

A **firewall** is a protection device built into our computers.

The NDIS have written an Easy Read Guide about consent.

We want you to read this guide.

What is consent?

How we can collect and share your information

Easy Read version

NDIS Easy Read Guide about consent.
Click here to read this guide.