



## LET US KNOW WHAT YOU THINK

Listening to clients is important as it helps us improve our services.

Clients wishing to provide compliments, complaints or suggestions can do so:

- 1) On the Complaints and Feedback Form.
- 2) Placing written information in the 'Suggestions' box in the Early Connections foyer.
- 3) Speaking directly to the Manager.

# CONTACT US

[earlyconnections.org.au](http://earlyconnections.org.au)

Manning Great Lakes

02 6552 7333

Kempsey

02 6562 6491

Coffs Coast

02 6652 8080

Port Macquarie Hastings

02 6583 8238

Please contact us for a full copy of our Privacy Policy.



Early Connections Alliance is a network of registered not for profit organisations working together to create a strong and connected Early Childhood Intervention Network.



**YOUR INFORMATION  
IT'S PRIVATE**

## WHAT INFORMATION DO WE COLLECT

When you access a service provided by Early Connections a client record is created. It includes your name, contact details and information about your child. Information from all the Early Connections services you access is stored in your client record and new information is added each time you visit.

The information you give us helps us provide you with the most appropriate intervention and support.

We may also use the information to better manage and plan our services. In this situation, your personal details are removed so you cannot be identified.

## WHO HAS ACCESS TO YOUR INFORMATION

Your information can only be accessed by the Early Connections team involved in your intervention. We will only release information about you if you provide consent or if required by law, such as in an emergency situation to aid treatment.

## WHAT HAPPENS TO YOUR INFORMATION

You have the right to choose not to share some of your information or restrict access to your records, but it may affect our ability to provide you with the most appropriate intervention.

Please talk to us if you wish to change or cancel your consent.

## YOUR INFORMATION IS PROTECTED

We are committed to protecting your privacy. Your information is also protected by law.

We have strict confidentiality and privacy policies and ensure your information is stored securely.

**NDIS COMMISSION**  
**[ndiscommission.gov.au](http://ndiscommission.gov.au)**  
**1800 035 544**

## CAN YOU ACCESS YOUR INFORMATION

In most circumstances you have the right to request access to the personal information which we collect.

Please discuss your request for information with the Manager who can explain our policies and procedures to you.

If you would like a copy of personal information, please send the request to us in writing so we can confirm your identity.

If for any reason we do not give you access to your personal information we will give you the reasons why in writing unless it would be unreasonable for us to do so.

## IF YOU HAVE CONCERNS ABOUT PRIVACY

You may contact the Early Connections Manager. If your concerns are not resolved you may contact:

**The Office of the Australian Information Commissioner.**

[oaic.gov.au](http://oaic.gov.au) 1300 363 992