



Easy Read Privacy Policy

A **policy** is a set of rules or guidelines that explain how things should be done.



This Easy Read document is a summary of a **policy**.

The **policy** is about **privacy** which means making sure that your **personal information** is only seen by people who need to see it.



When you see the word “we” it means the Apricus Health Team.

Who is the policy for?



- This policy is for people who work with Apricus Health to get services or therapy.
- It is for the family or carers of people who use Apricus Health services or therapy.
- It is also for other people that work with Apricus Health, like support workers or doctors.

What is privacy?

Privacy means keeping **personal information** about you safe and making sure it is only seen by people who need to see it.

We follow **privacy** rules to make sure your information is not shared with the wrong people.

Personal information means things like:



- Your name



- Your address



- Your phone number



- Your health or medical information



- What services or supports you get



- Notes from your appointments

We only collect the information we need to give you the best care.

Why do we collect your information?

We collect information so we can:



- Help you with therapy or services



- understand your needs



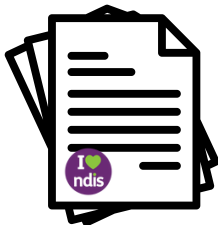
- Talk to your support team, if you say it is OK



- Organise and bill appointments



- Keep notes about your therapy



- Write reports if needed for government funding bodies, like NDIS, aged care or DVA.

How do we collect your information?

We collect your information in different ways:



- You might tell us yourself



- You might fill out a form online or in the clinic



- A family member, support worker or doctor might tell us



- We might talk to your support team, if you say it is OK



- We might write or type notes during your appointment

We always try to get information in a way that is safe, kind and fair.

Who do we share your information with?

We only share your information with people who need to know it.

We only share information that is needed to support your care.

We might share information with:



- Your doctor or another health worker



- Your support team, case manager or plan manager



- Other members of the Apricus Health Team



- Government funding bodies like my aged care, DVA or NDIS

Before we share your information we will ask you if it is OK.

We are only allowed to share your information without asking, or if you say no:

- 1** If we think you are in danger and the information will help to keep you safe
- 2** If we think someone else is in danger and the information will help to keep them safe
- 3** If the law says we must share the information

How do we keep your information safe?

We keep your information safe by:



- Using safe computer systems



- Locking away paper files



- Only letting team members see your information if they need it to help you



- Training our team to follow **privacy** rules

We follow rules to protect your **privacy** and keep your information safe.

How long do we keep your information?

We keep your information to follow the law.

Most of the time we must keep it for at least **7** years.

If you are under 18, we must keep it until you are at least **25** years old.

After that we will delete it or destroy it in a safe way.

What if you do not want to share your information?



You do not have to share your information if you do not want to.

But if we do not have the information we need, we might not be able to help you.

For example, we might not be able to:

- Book your appointments
- Give you the right therapy or service
- Send reports or help with funding

We will always try to work with you to find a solution.

How can you see or change your information?

You can ask to see the information we have about you.

You can also ask us to change it if something is wrong, missing, or out of date.

You can ask to see or change your information by:



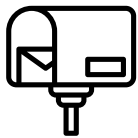
- Talking to a team member



- Calling us on **07 4755 2337**



- Emailing us at **hello@apricushealth.com.au**



- Writing to us at **38 Fulham Road, Pimlico QLD 4812**



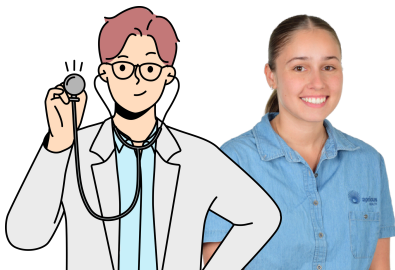
We might ask you to prove who you are before we share your information.

We will try and get back to you in 30 days.

Sometimes we might not be able to change the information.

For example, if it is based on a **clinical opinion**, we may need to keep it as it is.

A **clinical opinion** is a decision made by a trained health worker.



They use their skills, training, and what they learn from working with you to make the best choice for your care.

We will talk to you if we can't change your information and keep a note of what you told us.

How can you make a privacy complaint?

If you think we have not looked after your information properly, you can make a **privacy complaint**.

A **privacy complaint** is when you tell us that you are unhappy with how your personal information has been used, stored, or shared.

It is always okay to tell us if you are unhappy.

For more information about making a complaint we have an **Easy Read Feedback and Complaints Policy**.

You can make a **privacy complaint** by:



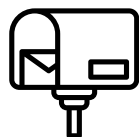
- Talking to a team member



- Calling us on **07 4755 2337**



- Emailing us at **hello@apricushealth.com.au**



- Writing to us at **38 Fulham Road, Pimlico QLD 4812**

We will listen to your complaint and try to fix the problem.

When we get your complaint we will let you know in **2 business days**.

A **business day** is a day that is not a weekend or a public holiday.

We will look into the problem and try to fix it.

We will give you a clear answer within 30 days, or let you know if we need more time.

We will explain what we found and what we will do next.



If you are not happy with how we handle your complaint, you can contact the **Office of the Australian Information Commissioner (OAIC)**.

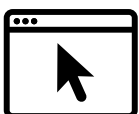
The **OAIC** is a government organisation.

They make sure businesses and health services follow the rules about **privacy**.

You can speak with them if you feel your **personal information** has not been handled the right way.



You can call the **OAIC** on **1300 363 992**



You can visit their website at **www.oaic.gov.au**

Thank you for reading.

We will always do our best to keep your information safe, private, and used in the right way.

If you have any questions you can speak with any team member.

You can also ask an **advocate** or support person to help you.

An **advocate** is someone who can help you speak up or understand your rights.

Word List

Advocate - Someone who can help speak for you or helps with complaints.

Business Day - Days that are not weekends or public holidays.

Clinical opinion – A decision made by a trained health worker. They use their skills, training, and what they learn from working with you to make the best choice for your care.

Personal information – Information about you like your name, address, health details, or services you use.

Policy – A set of rules or guidelines that explain how things should be done.

Privacy – Keeping your personal information safe and private.

Privacy complaint – When you tell us you are unhappy with how your personal information has been used, stored, or shared.