



Connect and Explore Privacy Statement

Connect & Explore PTY LTD is located in NSW and is therefore committed to uphold the Commonwealth Privacy Act 1988, Personal Information Protection Act 1998 No 133. While we are not a Government Agency our standards of operation are governed by the Departments of Health and Human Services and the NDIS Commission Standards. Connect & Explore is required under state and federal laws to protect the personal information of individuals.

Connect & Explore is service that you have chosen to access. Your privacy is important to us. We will be talking with you and the child in your care about your family/child in your care to enable us to work with the child in your care. We will also receive information from others eg: NDIS or plan manager. All of your child in your care/family's information will be kept strictly confidential, unless we have to speak with others about your family/child in your care or there are circumstances (see below) where your permission may not be sought to release information concerning your family/child in your care.

We believe information shared with us belongs to you. For this reason, we will:

1. Talk with you and your family to gather information to support us working with the child in your care.
2. Use your personal information for the reason it was gathered i.e. work with you, assessment, referral, Connect & Explore team consultation and evaluation;
3. Only discuss your situation with other people where:
 - a. you are present, or
 - b. we have discussed it with you previously and obtained consent, or
 - c. we are required to by law i.e. 16a request for information, mandatory reporting, risk of harm to yourself or others, subpoenaed by a court;
4. Advise you of information we receive from others about you, except where there is a legal or ethical reason not to do so;
5. Provide information about the progress of all our participants to NDIS
6. Invite you to complete a series of questions about how the program is helping the child in your care and your family (you will not be personally identified if this information is used to help us improve our work);

7. Invite you to participate in an evaluation of the Connect & Explore service;
8. Securely store your information.

Your consent will remain valid until you withdraw and no longer wish to participate in Connect & Explore services, however de-identified data collected may still be used for program improvement. Since this is a voluntary service you are able to exit at any time if you decide that the child in your care/family no longer requires our service. We would however encourage you to contact Connect & Explore management if you have any concerns or questions at all whilst using the Connect & Explore service.

For further information please contact our office or email connectanexplore@hotmail.com