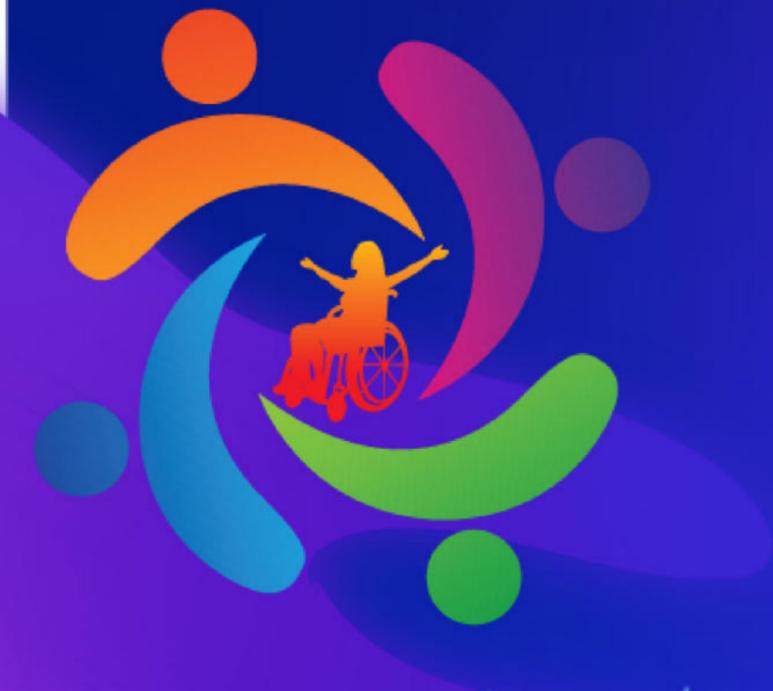
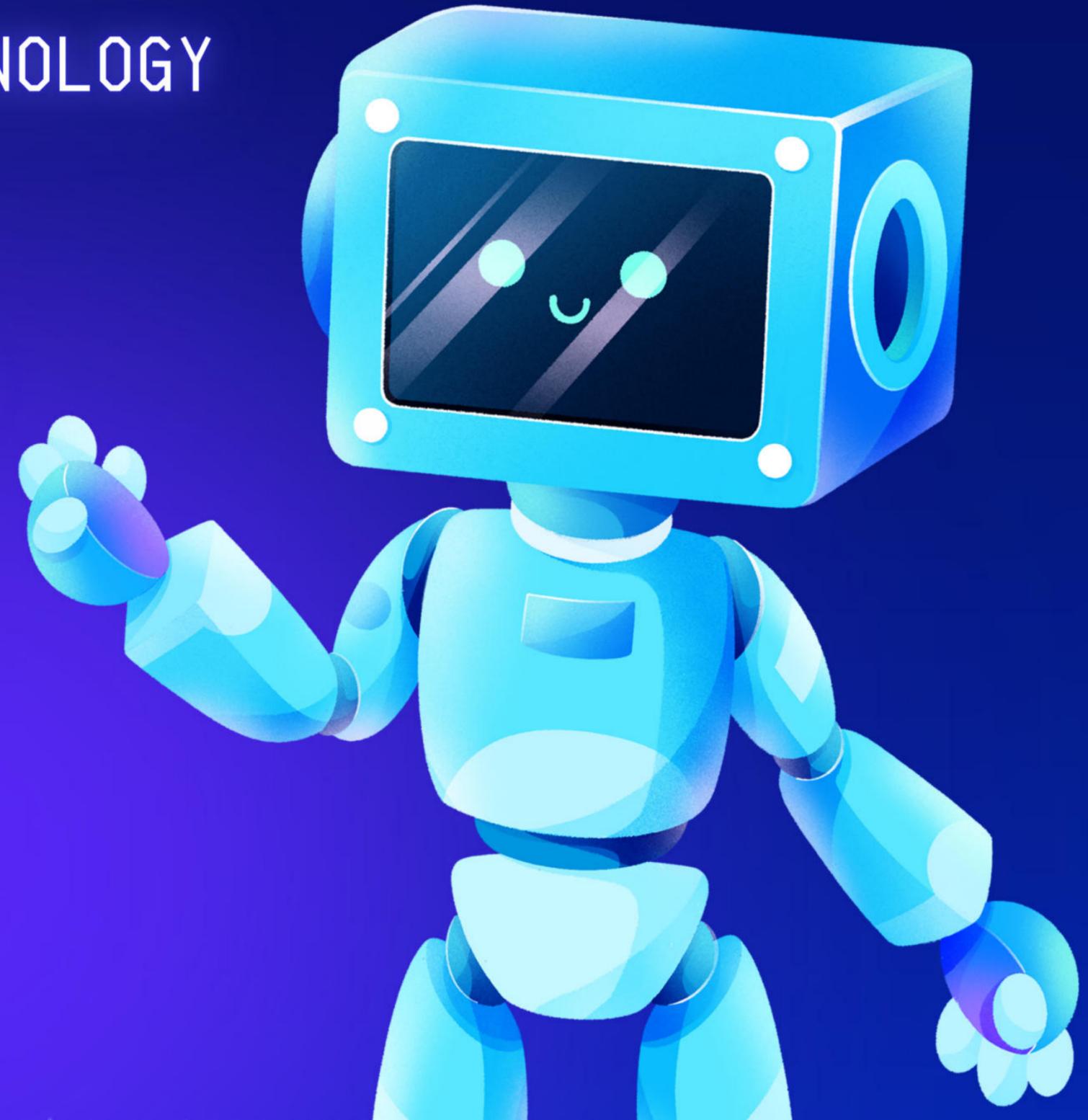


EASY READ

INFORMATION TECHNOLOGY

HOW IS MY PERSONAL
INFORMATION STORED AND KEPT
AT ABILITY CHOICE CARE?





DO YOU KNOW HOW WE
CAN STORE YOUR
PERSONAL
INFORMATION AT
ABILITY CHOICE
CARE? LET US
EXPLAIN HOW.....



DID YOU KNOW THAT OUR SERVER IS OUR FILING CABINET?

Ability Choice Care has a medium size server that is located in the Ability Choice Care Computer Room. The server is like a big filing cabinet that keeps all our information including yours safe.

This is protected everyday from our Information Technology Experts called ASV Computing Solutions.

All our computers are connected to the internet and secure cloud based platforms for all our business needs.



WHERE ARE YOUR PERSONAL FILES KEPT?

PHYSICAL FOLDERS

Some of your information is held in a physical folder. This is stored in a lockable cabinet in our office.

OUR SERVER

For your privacy, we also keep information in secure drives on our server, in our computer room which is kept locked at all times.

SOFT AND HARD FILES

By keeping information in hard and soft files we have a guarantee that your information is always safe and we can get your information at any time

ACCESSING RECORDS OFF SITE

Because we need to be able to access records away from our offices (in case of a lockdown, fire, storm damage etc) only our Senior Staff have access to records offsite. This is so we can continue to provide services to you



WHEN AND HOW CAN I ACCESS MY INFORMATION



REQUEST INFORMATION

You can request to see your information (FOLDER) through our Managing Director



TIME AND DATE

We are more than happy to assist you with accessing your files on a time and day that best suits you



MAKING COPIES

We can also assist you if you need to make copies of relevant information upon written request to the Managing Director



FOLLOW UP

We may be able to assist you to use such information if this is relevant to your service delivery with Ability Choice Care



WHO CAN ACCESS MY INFORMATION AT ABILITY CHOICE CARE? -



COMMUNITY STAFF

Only authorised staff or Executive Management can access your information, e.g support staff can only access your information via application such as Shift Care. ShiftCare gives us information regarding your daily supports, progress notes, incidents reports and your goals achieved. It can also provide information for your Emergency Contacts and Safety Procedures..



EXECUTIVE TEAM

The Executive Team at Ability Choice Care are responsible for NDIS Reviews, quality service delivery, reporting, rostering, speaking to other health professionals and most importantly keeping you SAFE. To provide great services we need to know as much about you and how we can assist you to achieve your goals.

WHAT HAPPENS TO MY INFORMATION WHEN I LEAVE ABILITY CHOICE CARE?

01

Legally Ability Choice Care has to keep all information in storage for 7 years.

02

We keep this information both in hard and soft formats

03

We made a special place in our server called ARCHIVED. In this place, we put all the digital files about when services stops. Each file is organised alphabetically, like in a dictionary, to make it easy to find what we need. This helps us keep track when service/s end.

04

After 7 years we have these files picked up by an external contractor (shred x) and are destroyed as per legal requirements. We then receive a certificate of destruction.



THANK YOU!

IF YOU NEED MORE INFORMATION
PLEASE SPEAK TO OUR TEAM ON
1300 100 011.

