**Privacy Policy – Keeping your Information Safe**

**A colorful swan made out of circles

Description automatically generated**At Soulful Support, we understand the importance of feeling safe when sharing your private information. To provide the best possible support and connect you with the services you need, we may require certain details about you. Rest assured, we are committed to safeguarding your privacy in accordance with the law.

**How we Handle Your Information**

We will always seek your consent before collecting or sharing your information. You have the right to withhold permission or limit who we communicate with about your details. While sharing more information helps us better support you, we will only request what is necessary and will explain why we need it.

Your information will be used solely to help you achieve your goals. We will only share or collect your information under the following circumstances:

* You give us permission
* We are concerned about your safety
* We are required to do so by law

**Consent Forms**

To ensure transparency, you will be asked to sign a Soulful Support Consent Form. If you would like us to contact the NDIA on your behalf, we will also request you to sign a NDIS Consent Form. If there are specific individuals or agencies you do not wish us to communicate with, please let us know.

**Accessing Your Personal File**

You can request a copy of your personal file at any time by contacting us:

* **Phone:** 0480 329 024
* **Email:** info@soulfulsupport.net.au
* **Mail:** PO Box 1172, Windsor VIC 3181

**What to Do If You Feel Your Privacy Has Not Been Respected**

If you believe your privacy has been compromised, please reach out to us immediately so we can address your concerns:

* **Phone:** 0480 392 024
* **Email:** info@soulfulsupport.com.au
* **Mail:** PO Box 1142, Windsor VIC 3181

If you need additional support, the following resources may help:

**Victorian Advocacy League for Individuals with Disability (VALID)**

* **Phone:** (03) 9416 4003
* **Email:** office@valid.org.au
* **Website:** [www.valid.org.au](http://www.valid.org.au)

**Office of the Australian Information Commissioner (OAIC)**

* **Phone:** 1300 363 992
* **Email:** enquiries@oaic.gov.au
* **Website:** [www.oaic.gov.au](http://www.oaic.gov.au)
* **A colorful swan made out of circles

  Description automatically generatedMail:** GPO Box 5218, Sydney NSW 2001

**Additional Support Services**

**National Relay Service (NRS)**  
For individuals who are deaf or have difficulty hearing or speaking, the NRS is a 24-hour service:

* **Voice Relay:** 1300 555 727
* **TTY:** 133 677
* **Website:** [www.infrastructure.gov.au](http://www.infrastructure.gov.au)

**Interpreter Services**  
If English is not your first language, you can access interpreter support by calling:

* **Translating and Interpreting Service (TIS):** 131 450

We are committed to protecting your privacy and ensuring your information is handled with care and respect. Thank you for trusting Soulful Support to assist you on your journey.