

**Diverse Recovery** respects and acknowledge that your information belongs to you, it is highly personal and needs to be protected. To this end Diverse Recovery is committed to safeguarding any information that may be provided. **Diverse Recovery** will not ask participants for any personal information that **Diverse Recovery** does not need.

All personal information provided is protected under the Privacy Act 1988. Diverse Recovery's privacy policy is compliant with the NDIA Privacy Policy and aligns with the Australian Privacy Principles. When entering into any agreement with Diverse Recovery you will be asked to sign a consent form outlining who you agree to Diverse Recovery sharing information with. This form will be reviewed when you receive a new plan in line with your service agreement but can also be amended at any time by contacting your Diverse Recovery.

Diverse Recovery collects your personal information to ensure that we provide you with the most appropriate assistance. Diverse Recovery aims to assist you with your NDIS plan and your Psychosocial Recovery as such will only request information related to your support. If you have any questions regarding the information, we are collecting please ask for it to be explained.

## Who can see your information?

You are able to decide how much or how little information is shared and with whom, this could be an organisation or an individual. This will be an ongoing decision for you and your Support Coordinator or Recovery Coach. This will depend on what services you are accessing at any time. Diverse Recovery will work with your to clearly document this in a Consent Form.

Diverse Recovery will only disclose your data under the approved circumstances by your consent or where required by law.

Diverse Recovery will provide you access to your information stored as required by law. We will ensure timely access and without cost to you.

## How is your information stored?

Majority of your information collected will be stored electronically using cloud-based storage that is password protected and can only be accessed via computer, phone or tablet by an authorised staff member/s. Your records can be accessed only through the individual staff members log in details. Data sharing and roles of staff are managed using the Director's administrator user.

Physical documents kept as hard copy files are securely stored in a cabinet at Diverse Recovery's office in Prospect. Files are locked away when not in use or shredded before disposed.

This system allows us to record & access your information that allows Diverse Recovery to provide you with the best service.

In line with privacy legislation, Diverse Recovery will keep your information on file for 7 years from the date services ended with Diverse Recovery.

## What if I am not happy with Diverse Recovery's services including Privacy?

We value your feedback, we want to know if you are unhappy with our services. Diverse Recovery has a feedback & complaints form which will be given to you upon commencing services & renewal of your service agreement with us. You can also access this via our website in the downloads section.

if you are not comfortable to make a complaint to Diverse Recovery or are unhappy with our response to your complaint. You can contact the NDIS Quality and Safeguards Commission on 1800 035 544 or lodge a complaint on their website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)