

Your Personal Information Your Consent

This document explains Cahoots **Access to Personal Information Consent Policy**

A policy tells you **HOW** and **WHY** we do things.

When you see the word **we** or **us** in this document it means **Cahoots**

	<p>This policy tells you</p> <ul style="list-style-type: none">What information we collect about youWhat we can do with your personal informationHow we keep your information private
	<p>Who is this policy for?</p> <p>It is for you and your family or your decision makers.</p>
	<p>Your Personal Information</p> <p>Personal Information is information about you</p> <p>This includes:</p> <ul style="list-style-type: none">Your name and date of birthYour address and contact detailsYour funding informationYour goals and services you would like to use
	<p>We may need some sensitive information about your</p> <ul style="list-style-type: none">Health and medical informationReligion and Culture

 	<p>What do we use the information for?</p> <p>We need your personal and sensitive information so you get:</p> <ul style="list-style-type: none"> The right service The service at the right time The best service <p>And we can:</p> <ul style="list-style-type: none"> Get to know your support needs Get to know what you like and do not like Respond to your questions and feedback
	<p>How do we collect your information?</p> <p>Most of the time we talk to you, your family or your decision makers directly</p> <p>Your information is kept safe in our Customer Management System (computer)</p> <p>Only authorised staff can see and use it</p>
	<p>We also get your information from</p> <ul style="list-style-type: none"> • Phoning and emailing you • Audio visual recordings • Photos • The internet, using “cookies” and “web beacons” • Social media like Facebook • Customer surveys and direct marketing

	<p>We will always tell you</p> <p>What information we need</p> <p>and</p> <p>Why we need it</p>
	<p>Your Consent</p> <p>We need to get your consent to:</p> <ul style="list-style-type: none"> Get your information Tell others your information Collect information from another person about you
	<p>When you give us your consent it means</p> <p>You say YES</p> <p>and</p> <p>We can use your information for some things</p>
	<p>Sometimes you need someone to help with consent, like</p> <ul style="list-style-type: none"> Someone in your family Your guardian Another person you trust <p>You or the other person will fill out and sign the Consent Form to give your consent</p>

	<p>No Consent</p> <p>Sometimes you may not want us to use your personal information</p> <p>You can say NO</p> <p>but</p> <p>This may mean we can not give you the service or supports you want</p>
	<p>Changing your Consent</p> <p>Sometimes you may want to change what consents you have given. You can do this by</p> <ul style="list-style-type: none"> • Filling in a new Consent Form, or • Writing or emailing Cahoots at any time
	<p>We will only give your information to another person, without your consent, if</p> <p>The law tells us to do so</p> <p>We believe that it is to stop you or someone else from getting hurt or dying</p> <p>To find you if you get lost</p>
	<p>Your Rights</p> <p>You have the right to</p> <ul style="list-style-type: none"> See what information we have about you Make sure we have the correct information Ask us to change your information if it is not right Tell us if you are not happy with the way we have used your information

	<p>Complaints</p> <p>A complaint is when you are not happy</p> <p>and</p> <p>You tell someone</p>
	<p>How to make a Complaint</p> <p>If you are not happy with the way we have used your information you can</p> <ul style="list-style-type: none"> • Tell any Cahoots worker or leader • Send us an e-mail at info@cahoots.org.au • Telephone us on 1300 103 880 • Complete the website Cahoots Feedback and Complaints Form
	<p>If you are still not happy you can</p> <p>Call the Office of the Australian Information Commissioner on 1300 363 992</p> <p>or</p> <p>Complain online at the Office of the Australian Information Commissioner (OAIC) website OAIC Website</p>

You can request the **Cahoots Access to Personal Information Consent Policy** by contacting us

Send us an e-mail at info@cahoots.org.au

Telephone us on 1300 103 880

Versions

No.	Approval Date	Description of Amendment
1.0	26/05/2023	New
2.0	17/07/2024	Reviewed – Amendments made
2.0	5/03/2026	Updated Easy Read document to align with the Access to Personal Information Consent Policy and Form and improve clarity about information sharing and consent options.

Owner	Approver	Next Review
Community Engagement Manager	CEO	March 2028