

PRIVACY & CONFIDENTIALITY



Participant Information

Brighter Days Community Care

Document	Privacy & Confidentiality - Participant Information	Version	Rev.2
Issue date	August 2026	Related audited form	Participant Consent Form Rev.1 - 22/09/2023

Your information belongs to you

- We respect your privacy, dignity and confidentiality.
- We explain why information is collected, how it may be used, and when it may be shared.
- You can ask to access or correct your information and can withdraw or change a previous consent, subject to legal and service requirements.
- Information may be disclosed without consent where this is required or authorised by law.

1. What information we may collect

We collect information that is reasonably necessary to understand your needs, deliver and manage your supports, keep you safe, communicate with you and meet legal and quality obligations. Depending on your circumstances, this may include:

- contact, identity and participant or representative details;
- NDIS plan, funding and service information relevant to the supports we provide;
- health, disability, medication, risk, communication, cultural or accessibility information where relevant;
- support plans, progress notes, incident, complaint, service and consent records;
- information supplied by you, your authorised representative, referrer or another service provider where collection is permitted.

2. Consent and information sharing

Our audited Participant Consent Form records who information may be shared with, the type of information and the purpose of sharing. It also records the participant or representative's consent and signatures.

- We seek consent before collecting, using, retaining or disclosing participant information where consent is required.
- We share information for the agreed purpose, a permitted related purpose, or where disclosure is required or authorised by law.
- Only information relevant to the purpose should be provided to another provider or agency.
- Consent should be specific enough for the participant to understand what they are agreeing to.

3. How information is stored and protected

Participant information may be held in electronic systems and, where applicable, paper records. Brighter Days Community Care uses access controls and reasonable administrative, physical and technical safeguards appropriate to the size and nature of the organisation. Access is limited to people who need the information for their role or another authorised purpose.

4. Your access and correction rights

You may ask Brighter Days Community Care to provide access to personal information we hold about you or to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. We may need to verify your identity before providing access.

5. Changing or withdrawing consent

You can ask to change or withdraw a previous consent. We will explain any practical effect this may have on supports we can safely provide or on information we are legally required to retain or disclose. Changes to consent should be recorded in the participant file.

6. Representatives, advocates and support people

You may choose an authorised representative, advocate or support person to assist you. Brighter Days Community Care should confirm the person's authority before discussing confidential participant information with them. A participant may change their chosen advocate or representative.

7. Audits, quality reviews and legal disclosures

The audited Participant Consent Form includes an option for a participant to agree to auditing bodies accessing their file for quality assessment. Separately, information may be disclosed without consent where disclosure is required or authorised by law.

8. Photos, audio and video

The audited Participant Consent Form separately addresses audio or visual material. Appropriate consent should be obtained before collecting or using participant photos, video or audio except where another lawful basis applies. Consent for media should not be assumed from consent to receive services.

9. Privacy concerns or complaints

If you have a concern about how your personal information has been handled, please contact Brighter Days Community Care or use our Complaints & Feedback process. Privacy concerns may also be raised with the Office of the Australian Information Commissioner (OAIC), where applicable.

Email	info@brighterdayscommunitycare.com.au
Website	brighterdayscommunitycare.com.au
Emergency	This is not an emergency service. Call 000 for an immediate threat to life or safety.

10. Related participant documents

- Participant Consent Form
- Participant Handbook
- Complaints & Feedback Form
- Authority to Act as an Advocate Form, where applicable

Controlled participant information document - review when legislation, NDIS requirements or organisational practices materially change.