

PRIVACY STATEMENT



Privacy Statement – Create Change Counselling

Create Change Counselling respects your privacy and is committed to protecting your personal and health information in line with the *Privacy Act 1988 (Cth)*.

What we collect

We collect information needed to support you, such as your name, contact details, emergency contacts, and relevant health information.

Why we collect it

Your information is used to:

- assess your eligibility for services
- provide safe and appropriate support
- monitor and improve our services
- meet legal and funding requirements

We will explain why we are collecting your information and how it will be used.

How we collect it

We usually collect information directly from you (e.g. during sessions, forms, or phone calls). With your permission, we may also collect information from other services you use.

When we share information

Your information is only shared:

- with your consent
- to prevent a serious risk to your safety or someone else's
- when required by law

How we keep your information safe

We take reasonable steps to protect your information from misuse, loss, or unauthorised access. When it is no longer needed, it will be securely destroyed or de-identified.

Accessing your information

You can request access to your information or ask for corrections. We may need to confirm your identity before providing access. In some cases, access may be limited as allowed by law.

Keeping your information up to date

Please let us know if your details change so we can keep your records accurate.

Questions or complaints

If you have any questions or concerns, please contact us:

Email: info@createchangecounselling.com

Phone: (08) 61193724

Postal address: PO box 58, Victoria Park 6979

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If you believe your privacy rights have been violated, you can file a complaint by email, phone or letter to Create Change Counselling. If unsatisfied with the response you have the right to follow it up by contacting my registration body.

Australian Association of Social Workers ethics office:

PO Box 13277

Law Courts, VIC 8010

You may also contact the NDIS if you are a participant with a complaint:

1800 800 110

feedback@ndis.gov.au

Or send a letter to:

Customer Complaints:

NDIA GPO Box 700, Canberra ACT 2601

All privacy concerns are handled in line with our complaints process.