



MOTIVATE
KIDS

COMMUNICATION CONFIDENTIALITY AND PRIVACY POLICY



HOW TO USE THIS BOOKLET



This information is written in an easy to read way.

Some words are written in **bold**.

We explain what these words mean.

This Easy Read document is a summary of another document.

You can ask staff for the other document.

You can ask for help to read this document.

A friend, family member or support person may be able to help you.

WHAT IS THIS DOCUMENT FOR?



We need to know information about your child to help and support your child:

We need to know the following **personal information**:

- Your child's name
- Your child's date of birth
- Your address and phone number
- Information about your child's health
- Information about your family relevant to supporting your child

You may not want other people to know these things about you.

This document tells you what we can and can't do with your information.

HOW DO WE COMMUNICATE



It is very important for us to communicate with you.

This is how we know what your child needs and how we can help.

We communicate in different ways:

- Talk in person
- Talk on the phone
- Write letters and emails
- You read our books and documents
- You go to our website

We make our website easy to read so that everyone can find what they need.

We want to talk to you directly and help you do what you want and make decisions. Tell us about your child's interests and goals, what your child likes and does not like.

YOUR PERSONAL INFORMATION



We need to know information about your child so that we can help and support you and your child. We collect, store, retain, use and may disclose personal information when we need to. We may use Artificial Intelligence (and always review it) to help us support you.

Tell us if anything changes, like when you have a new phone number or move to another house.

When we need to know more about your child we will ask for your permission to ask another person, like your doctor.

We will tell you who we need to ask and why.

We will only ask for things we need to know to support your child.

Tell us if you want to know what information we have about your child

HOW DO WE KEEP YOUR INFORMATION SAFE?



All documents with your child's information on them are kept safely where no one can see them.

All computer files with your information are protected by special programs that don't let other people see them.

We will not talk about you with other people. We will only talk about you if you ask us to or give us permission.

We will not put your information on the internet, notice boards and other places where everyone can see it.

We will delete your information and destroy documents when we don't need it anymore, like if you move to another place or don't need our help any longer.

WHEN DO WE HAVE TO TELL OTHERS ABOUT YOU?



We are here to support your child and other clients.

There are laws that make us report information about you and your child if anything happens that may put you in danger.

We will have to report to the Police and Disability Services if anything happens that may harm you or your child or put you or your child in danger or if you or your child do anything that may harm others or put them in danger.

We will tell you and your family or support person when we have to report information about you or your child.

OTHER DOCUMENTS IN AN EASY TO READ WAY



Client Complaints, Feedback and Grievances Policy

Individual Programs Policy