

Policy: 6.13 Consent

Version: Easy Read

Date: July 2023



This policy explains how Ability WA asks for your consent to get personal information from you and store it safely to give you services.

Word List

Customer	A customer is any person receiving supports from Ability WA.
Employee	Any person working at Ability WA.
Consent	When you give permission for Ability WA to share information about you, and to give you services, activities or communications.
Customer Representative	Someone who is legally able to help you make decisions.
Principles	A list of values that help guide Ability WA when asking for your consent.



Who is this policy for?

This policy is for Ability WA customers and employees.

After you print this document it might be updated.



You have the right to make your own choices and decisions.

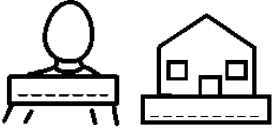
Ability WA respects this so will ask for your consent before doing anything for you.



What will Ability WA ask my consent for?



- Planning and giving you any services and supports at Ability WA.
- Getting personal information about you to provide services and supports.



We will also talk with you about how this will be used, kept and shared or not shared with others.

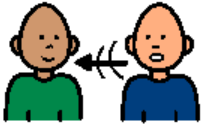


- Taking photos or videos of you and using them for social media or to provide a service.
- Telling your story and sharing it with others on social media or in a newsletter.
- Joining in on activities that **might** put you in any danger.



After you print this document it might be updated.

What happens if a customer does not have the skills to make a good decision?



If a customer is unable to make their own decisions, it is important that they have someone who cares about them, to help make decisions for them. This may be:

- A family member who has been legally chosen.
- A professional who has been legally chosen.



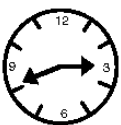
When asking for your consent, we will follow the principles written below:



- Everyone has the right to make their own decisions about their life.
- Everyone has the skills to make decisions, unless proven otherwise.
- Customers will be given all the information to make the best decision. This will include both the positives and negatives.



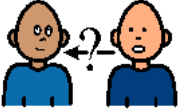
- Information will be given to you that is easy to understand.
- You will be given lots of time to make your decision.



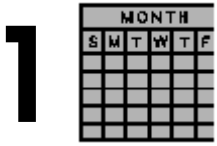
After you print this document it might be updated.



- We will help you to make decisions about things you enjoy and like to do.



- Consent is always clear and will not be assumed. We will ask questions to make sure we understand you.



- Consent is given for one reason and period of time. We may need to get your consent for lots of different things.



- You can change your consent at any time. Speak to an employee you work with or call us on 1300 106 106 to talk about this.



- You should not feel pushed into giving consent.



- We will have a written record each time you give consent.



You can also contact our Customer Contact Team on 1300 106 106 or email info@abilitywa.com.au.



We will review this policy before July 2026.

After you print this document it might be updated.