Privacy Policy

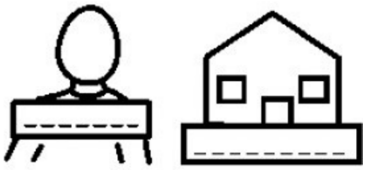
This policy explains how Ability WA keeps your personal information private.

Who is this Policy for?

This policy is for Ability WA customers and staff.

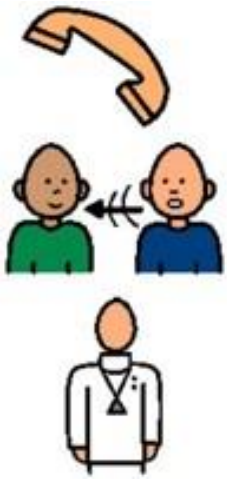
Why does Ability WA need your personal information?

We collect information about you so we can meet your needs and provide services.



Personal information is information about you, such as:

- Full name
- Date of birth
- Home address



How do we collect your Personal Information?

We collect information about you through:

- Talking on the phone
- Talking face to face
- Referrals from your doctor or other health workers. A referral asks us to provide services for you.
- Events you attend where we raise money or share information.

How do we store your Personal Information?

We always keep your information safe. We may keep it on computers, on paper, as spoken information or in photos.

We keep your information private. We only share it if you ask us to, or if the law allows us to.

Why else might we use your personal information?

We may need to use your information for other reasons, not just to support you or provide services. We will ask for your permission first.

Examples include:

- Telling you about products and services
- Planning and creating products or services

- Raising money for Ability WA
- Managing bills and payments
- Organising and using information.

This may happen overseas. Your information will still be kept safe under the Privacy Act.

We will explain how we will use your information.

We like to share stories about what you have achieved in our newsletters or on the internet. We will ask for your permission before sharing your story. You can say no.

You can ask us for the personal information we keep about you. We will give it to you unless:

- Giving it to you would put your life or health in serious danger.
- It is not a serious request.
- The law tells us we can't.

If we cannot give you the information, we will tell you why.

If you think we should give you the information, you can ask us to have the decision checked.

Another organisation will check the decision, not Ability WA.

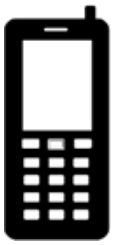
When should you contact us about your personal information?

Call Ability WA on 1300 106 106 to ask for your information or to change it. You can also call to make a complaint about how we have used or cared for your information.

For more information, call our Customer Contact Team on 1300 106 106
or email info@abilitywa.com.au.

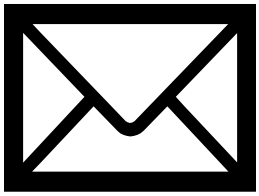
You can also ask to read our ‘Code of Conduct’ policy for more information.

Contact Us



1300 106 106

106 Bradford Street, Coolbinia



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