Privacy and Confidentiality

Your Information Matters

At Ability WA, we respect your right to privacy and confidentiality. We are committed to protecting your personal and sensitive information and making sure it is handled safely, respectfully and securely.

Privacy and confidentiality means keeping your information protected from unauthorised access, use or sharing. What you tell us is important, and we take our responsibility to protect your information seriously.

Ability WA is legally and ethically required to protect your privacy. We store and manage information securely and handle it in line with privacy laws, including the National Privacy Principles under the Privacy Amendment (Enhancing Privacy Protection) Act 2012, including when Ability WA may use artificial intelligence (AI) and automated technologies to support service delivery. Ability WA will only enter your personal and sensitive information into AI systems vetted and approved for use by Ability WA. We also require our AI providers, through our agreements with them, to protect your information and comply with applicable Australian privacy requirements.

Sharing Information

We keep the information you provide to us confidential within Ability WA. At times, we may need to share information with other members of your Ability WA team, such as therapists, nurses or support workers, to help provide safe and coordinated support.

If we need to share your information with anyone outside of Ability WA, including family members, carers, guardians or other services, we will ask for your permission or the permission of your guardian first, unless the law requires, authorises or otherwise permits us to share the information.

When you complete your consent form, you can choose who Ability WA can share your information with. You can review or change these choices at any time, including adding someone new or asking us to stop sharing information with someone.

Limits of Confidentiality

There are some situations where we may need or be permitted by law to share your information without your consent. This may include:

- To prevent or respond to a serious threat to your or another person's life, health or safety, such as an emergency;
- To respond to concerns about abuse, neglect, unlawful activity or serious misconduct, where sharing the information is permitted or required by law;
- To assist in locating a person who has been reported missing, where permitted by law;
- To comply with a legal requirement, such as a court or tribunal order, subpoena or another requirement under Australian law; or
- For certain legal, health, safety or law-enforcement purposes, where the law allows us to share the information.

Where appropriate and possible, we will speak with you and/or your guardian before sharing your information.

Our Commitment

We are committed to:

- Respecting your privacy and confidentiality and keeping your information secure
- Supporting your independence in making informed decisions about your life
- Respecting your choices and rights and genuinely listening to learn and
- Working alongside your family, kin, guardian and support network (where you choose)

Your voice, your choices, your life.