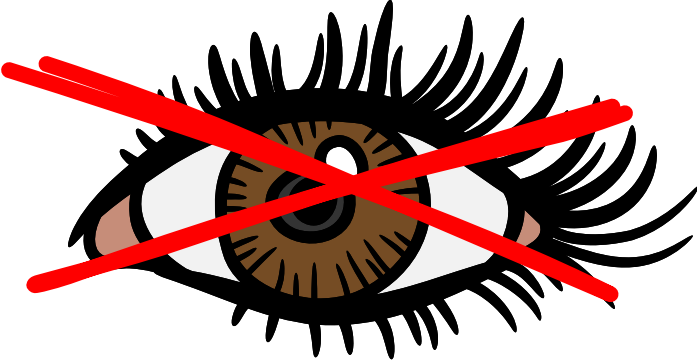


How we keep your notes private.

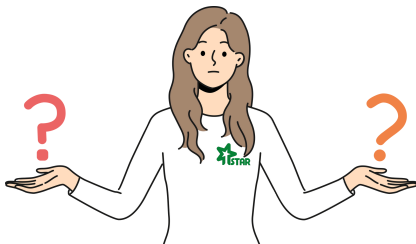




You have an intellectual disability.



We want to help you with a problem.



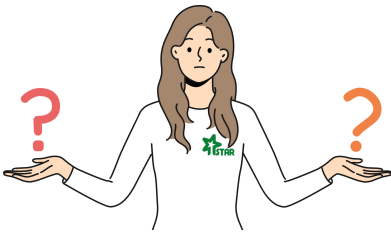
We will ask you things. To help us know how to help you.



We may ask you things over the phone.
We will take notes.



We may ask you things in person.
We will take notes.



You do **not** have to answer things.

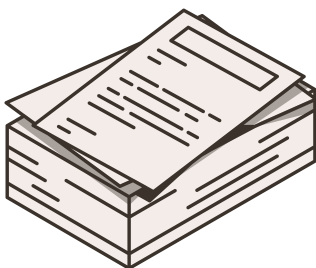
But.

We will only ask what we need.



We will only keep notes we need. Like

- your name
- age
- disability
- address
- how to contact you.



We may also ask for

- notes from your doctor
- notes from court.



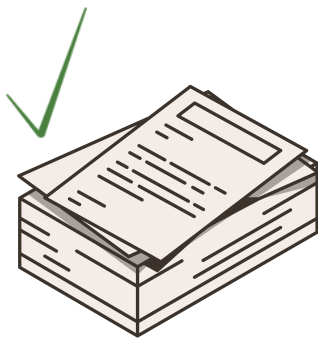
We keep notes while we work together. Like

- plans we agree on
- what we say to each other.



Only STAR staff can see these notes.

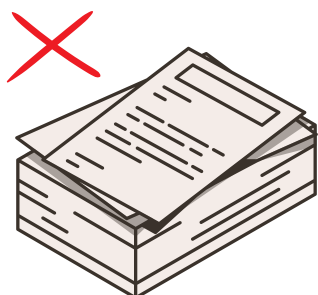
This means they are **private**.



You can ask for our notes at any time.



These notes may be hard to read. You can ask for our help.



We may **not** be able to give you the notes.

They may have private notes on some one else.



You may hear some thing private. When you talk to us. You must **not** tell any one.



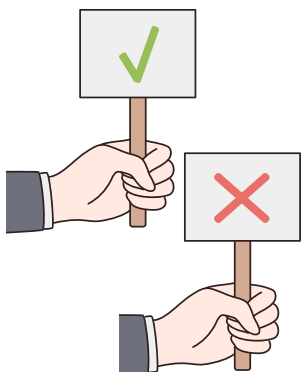
We may need to talk to other people.



To help you.



We may need to show them our notes.

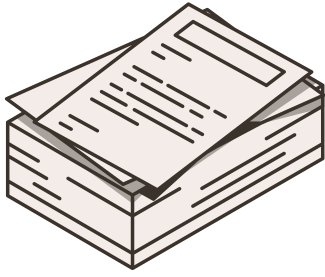


We will ask you first. You can say

- yes

or

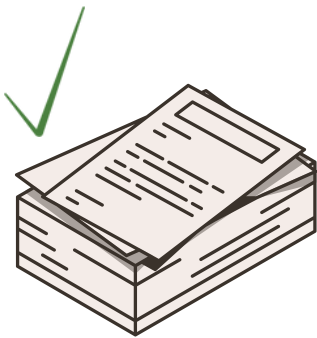
- no.



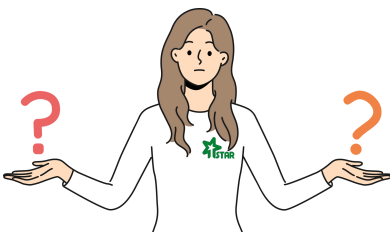
We make sure they keep your notes private.



Some times a court wants your notes.



We must give them your notes.



But we will ask them what they need.



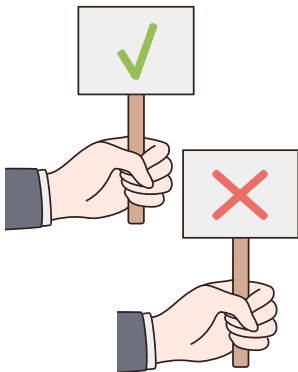
We will tell you if this happens.



Some times we share stories. To tell people how you can be hurt.



We may want to share your story.

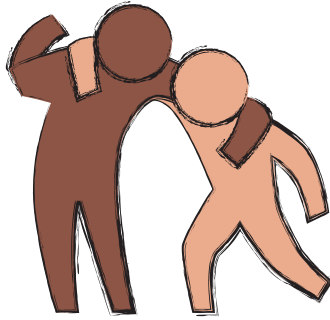


We will ask you first. You can say

- yes
- or**
- no.



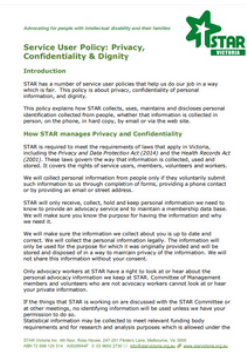
We will **not** use your name. No one will know it is your story. Unless you say its ok.



Need our help?



Call 03 9650 2730.



This fact sheet is based on information from our **Privacy, Confidentiality and Dignity Agreement** service user policy. We wrote it in January 2024.

You have a problem with us.



You should read **You have a problem with us** next.

