



This brochure is designed to help you understand what you can expect from the service provided by Early Connections - Coffs Coast

## LET US KNOW WHAT YOU THINK

Listening to clients is important as it helps us improve our supports.

Customers wishing to provide compliments or suggestions can do so by placing written information in the 'Suggestions' box in the office foyer or by speaking with the Program Manager.

## OUR LOCATION

13 Kane Crescent  
(PO Box 1977)  
Coffs Harbour 2450

## CONTACT US

Ph: 02 6652 8080  
Fax: 02 6652 6039

Email:  
[admin@earlyconnections-coffscoast.org.au](mailto:admin@earlyconnections-coffscoast.org.au)

Website:  
[www.earlyconnections.org.au](http://www.earlyconnections.org.au)



YOUR  
INFORMATION  
- IT'S PRIVATE

## WHAT INFORMATION DO WE COLLECT ABOUT YOU AND WHY?

When you access a support provided by Early Connections - Coffs Coast a client record is created. It includes your name, contact details and information about your child. Information from all the supports that you access is stored in your client record and new information is added each time you visit.

The information you give us helps us provide you with the most appropriate intervention and support. We may also use the information to better manage and plan our supports. In this situation, your personal details are removed so you cannot be identified.

## WHO ELSE SEES YOUR INFORMATION?

Your information can only be accessed by Early Connections team involved in your intervention. Otherwise, we will only release information about you if you provide consent or if required by law, such as in an emergency situation to aid treatment.

## WHAT SAY DO YOU HAVE ABOUT WHAT HAPPENS TO YOUR INFORMATION?

You have the right to choose not to share some of your information or restrict access to your records, but it may affect our ability to provide you with the most appropriate intervention. Please talk to us if you wish to change or cancel your consent.

## HOW WILL YOUR INFORMATION BE PROTECTED?

We are committed to protecting your privacy. Your information is also protected by law.

We have strict confidentiality and privacy policies and ensure your information is stored securely.

## CAN YOU ACCESS YOUR INFORMATION?

You have the right to request access to your information and to ask for it to be corrected if necessary. Please contact our Program Manager for more information.

## WHAT DO I DO IF I HAVE CONCERNS ABOUT THE WAY MY INFORMATION IS BEING HANDLED?

You may contact the Program Manager by telephoning (02) 6652 8080.

If you do not believe that your concerns have been dealt with adequately, you may contact the NSW Ombudsman (02) 9286 1000 or toll free 1800 451 524.

## WOULD YOU LIKE MORE INFORMATION?

Please contact our office for a full copy of our Privacy Policy.