

This Easy English Policy will tell you about using the internet at Northcott.

Where we have used a hard word, we will make it **bold** and tell you what that word means.



The internet at Northcott is called Northcott Wi-Fi.



When you choose the Northcott Wi-Fi it will give you a password.

Keep your password secret. Your password protects you from a **cyber attack**.

A cyber attack is when someone tries to get into someone else's computer account without them knowing.



You cannot use the internet at Northcott to do anything **illegal**. Illegal means you will break the law if you do that thing.

Some illegal things are:



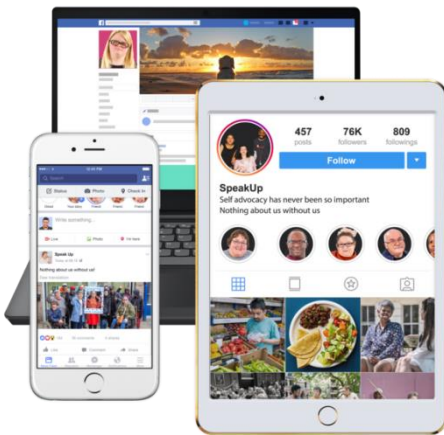
- Letting children or people who are not older than 18 years old see things on the internet that should only be seen by people over the age of 18.



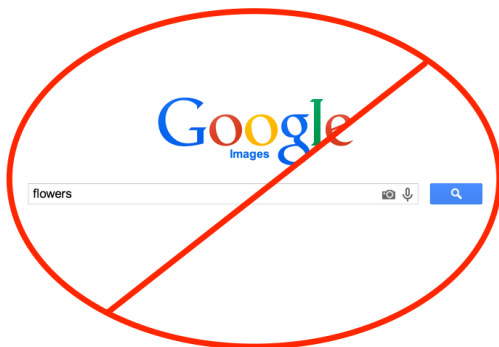
- Cyber attacks.



- Making fake offers to sell or buy products, items, or services.



- Sending or posting anything that could hurt or upset someone else.
- Taking part in an activity that could hurt or upset someone else.



- Finding and using any information or resources which you should not use because it is against the law.
- For example, using a photo from the internet which has **copyright** on it.

Copyright means that you are not allowed to use the image without permission from the person who made it.



- Take part in a **scam**. A scam is where you make money but don't tell people the truth about what you will do with the money or don't give the person what they paid for.



You cannot use a Northcott owned **domain name** for anything that is not part of your job at Northcott.

A domain name is a website that is owned by a business or a person.



You cannot use the internet in a way that could slow down or break the **network**.

The network is what makes the internet work at lots of different places.



Northcott can look to see what you are doing on the internet to make sure that you are following this policy and the law.

## My Service Agreement

Consent | Fees and Charges | Terms & Conditions



Here is the meaning of some words we use in My Service Agreement:

Word	Meaning
You	Customer or Person Responsible (as defined in the Guardianship Act 1987 (NSW))
Northcott, Us and We	The Northcott Society and any other related entity
Plan	Your Funded plan. For example NDIS Plan, Life Time Care and Support Plan
Agreement	My Service Agreement
Service	Northcott Product/s you buy from us or government funded program
Terms and Conditions	This Terms and Conditions document AND the Product Disclosure Statements for the products you will receive from us

We need to change our **Terms and Conditions** and **Fees and Charges** from time to time to make sure you have the best experience with us. When we make changes to these, we will let you know.

### 1. What can you expect of us?

- a) Work with you to provide services that best suit your needs
- b) Follow the Disability Service Standards in everything we do
- c) Discuss decisions with you about how services are provided
- d) Treat you with courtesy and respect



We will follow the My Service Agreement if we find out a customer has not been following this policy.