

Strengthening families to build  
vibrant communities

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# Information Privacy

What happens to my  
personal information?



## What happens to my personal information?

### Why is my personal information collected?

We create a file for you that contains your personal information when you receive a service. We collect only information that is relevant to providing you with the most appropriate service. We do so in accordance with the law and government funding requirements.

You have the right not to provide us with your personal information. If this is the case, we may be restricted in our ability to offer you a service.

Your de-identified information may be used for research, planning and quality purposes.

### Is my information secure?

Your file is stored securely at all times. Any electronic data is secured by restricted access. We have strict guidelines about who can see and use your information.

All our workers treat your information confidentially.

### Can I access & update my information?

You may ask to access information held in your file. You may view the file, obtain a summary of all or parts of it, or obtain a copy of the whole record. Sometimes you may not be able to see all of your file. If so, this will be explained to you. You may ask to update any information in your file that is not accurate or up to date.

## Consent to share information

Sometimes we may be able to provide you with a better service if we share your information with other people or services. We will do this only with your written consent. You have the right to withdraw this permission at any time.

At times we may be required by law to share your information without your consent.

This might include:

- suspected child abuse or child at risk
- perpetrator information where family violence is present or the risk is being assessed
- providing information to a court through subpoenas
- if we believe you are at risk of harming yourself or others

## Advocacy

In some cases a person may not be able to provide information directly or give consent for release of information because they do not have the recognised capacity to do so. If this is the case an authorised representative may provide us with consent or information.

## What if I have more questions?

If you have any questions or are unhappy with the way your personal information is being managed please contact our Privacy Contact Officer - Director, Client Services 02 6055 8000. We encourage you to talk to your worker in the first instance. You may also make a formal complaint if you are not satisfied.