



# the family centre

making change achievable

## Privacy Statement

The Family Centre is committed to protecting and upholding the right to privacy of service users, staff, volunteers, Board members and other stakeholders. In particular we conform to the Federal Privacy Act (1988) and the Australian Privacy Principles in protecting the rights of people who use our service to privacy in the way we collect, store and use personal information. This applies to all hard copy and electronic records containing personal information, and to discussions of a personal nature.

### Summary

TFC will ensure the following:

- we meet our legal and ethical obligations as an employer and service provider in relation to protecting the privacy of people who use our service, staff, volunteers and other stakeholders
- people who use our service, staff and volunteers are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature
- individuals are provided with information about their rights regarding privacy and we obtain consent when collecting, using and releasing personal information
- all staff, Board members and volunteers understand what is required to meet these obligations
- our privacy policy is accessible and provided in the format requested, where reasonable.

We are committed to transparency in our operations and to ensuring we are open to public scrutiny. We must also balance this with upholding the rights of individuals to privacy, and of the organisation to confidentiality on sensitive organisational matters. We require Board members, staff, volunteers and contractors to respect and maintain the confidentiality of our organisation's business, along with the confidentiality of our stakeholders whether individuals, organisations, businesses or government agencies.

### Our Approach to Personal Information

We are committed to collecting, keeping and disposing of all personal information in ways that maintain privacy and confidentiality. We maintain secure systems for storing confidential and personal information, including internal records, service user records and unpublished materials.

We will:

- collect and keep information only when it is relevant and necessary to our work
- provide information to people who use our services about how their personal information is managed
- take account of any relevant cultural or religious sensitivities of people using services in the way information about them is collected, stored and used
- provide options to remain anonymous or use a pseudonym, unless an exemption applies
- securely store the records of people who use our services for the required length of time
- transfer or dispose of the records of people who use our services correctly and securely.

### Collection, Storage and Use of Personal Information

Personal information is collected electronically, by telephone or in person, or as a hard copy (faxed, posted or personally provided) and scanned or entered into an electronic database. Where information is provided in paper copy, it is either stored in a locked filing cabinet or scanned into an electronic database and shredded.

The Family Centre only uses personal information:

- for purposes consistent with the reason it was provided or a directly related purpose
- where required or permitted by law
- where express or implied consent has been provided by the holder of the information.

Unsolicited information: We will protect personal information that is unsolicited with the same rigour as we protect personal information that we intended to collect, and where appropriate we will destroy or de-identify it as soon as practicable.

## Disclosure of Personal Information

We will maintain the privacy of the personal information we hold and take reasonable steps to prevent unauthorised access, modification and disclosure.

We do not share personal information with other organisations or third parties unless:

- express consent is granted
- sharing is otherwise required or permitted by law
- it is required on a temporary basis to enable contractors to perform specific functions.

## Accessing and Updating Personal Information

We will provide individuals with access to their own personal information when this is reasonable, appropriate and in accordance with applicable privacy laws. We will take all reasonable steps to ensure that the personal information we hold remains accurate, complete and up to date, and will amend our records when advised of a change of details. Service users may request to have their personal information amended by signing a consent to exchange and release form, or otherwise by a request in writing (subject to some exceptions allowed by law).

Requests to access or amend personal information may be made to Senior Manager Child, Youth and Family Services on (07) 5524 8711, or write to PO Box 6301 Tweed Heads South or [info@thefamilycentre.org.au](mailto:info@thefamilycentre.org.au).

## Contractors and External Service Providers

We will ensure that our contractual arrangements with these third parties protect the personal information of people who use our service, other stakeholders and other confidential material in compliance with privacy laws. When we temporarily provide personal information to companies who perform services for us, we require those companies to protect personal information as diligently as we do. Contractual and other quality assurance measures are used to ensure personal and confidential information is protected.

## Online Security and Privacy

We will ensure our website and online interactions with individuals and organisations are as secure as dealings in person or on the telephone. For site security purposes, and to ensure our online services remain available to all users, we may employ software programs to monitor network traffic in order to identify unauthorised attempts to upload or change information, or otherwise cause us damage.

## Overseas Use and Disclosure

We do not transfer or disclose personal information to recipients in countries outside Australia.

## Loss of Personal Information

Where a breach of security occurs, or in the event of loss of personal information, we will

- seek to rapidly identify and secure the breach to prevent any further breaches
- engage the appropriate authorities where criminal activity is suspected
- document and assess the nature and severity of the breach including the type of personal information involved and the risk of harm to affected individuals
- notify the affected individuals directly if appropriate and where possible
- notify the Privacy Commissioner (at the OAIC) if the breach is significant.

## Complaints

Any individual may complain about a breach of their privacy or of the Australian Privacy Principles. We will ensure complaints are recorded and promptly and fairly dealt with in accordance with our documented complaints policy and procedures.

## Types of Information we collect, store and use

The information is collected at various points including at intake, during casework, during courses, and might be collected by phone, email, website and in person. Only details relevant to the service being provided will be collected.

### 1. Program participants

Personal and sensitive information which The Family Centre collects, stores and uses and our secure data collection system.

Information is collected at various points including at intake, during casework, and during courses. It can be collected by phone, email, website and in person. Only details relevant to the service being provided will be collected.

Personal details	Family information	Other	Information kept about the service we provide
<ul style="list-style-type: none"> <li>Name</li> <li>Pseudonym if used</li> <li>DOB</li> <li>Gender</li> <li>Address</li> <li>Phone</li> <li>Email</li> <li>Aboriginal and/or Torres Strait Islander identity</li> <li>Country of Birth</li> <li>Language other than English spoken at home</li> <li>Disability and type of disability</li> <li>Household living situation</li> <li>Accommodation type</li> <li>Homelessness indicator</li> </ul> <p>Other information where relevant</p> <ul style="list-style-type: none"> <li>Alternate contact</li> <li>Interpreter required (language required)</li> <li>Education level</li> <li>Employment status</li> <li>Main source of income</li> <li>Has a carer</li> <li>Is a carer</li> <li>NDIS eligibility</li> <li>Communication preferences</li> <li>Subscription to TFC information preferences</li> </ul>	<p>Family members, carers</p> <ul style="list-style-type: none"> <li>Name</li> <li>Pseudonym if used</li> <li>DOB</li> <li>Gender</li> <li>Address</li> <li>Phone</li> <li>Email</li> <li>Aboriginal and/or Torres Strait Islander identity</li> <li>Country of Birth</li> <li>Language other than English spoken at home</li> <li>Disability and type of disability</li> <li>Household living situation</li> <li>Homelessness indicator</li> </ul>	<ul style="list-style-type: none"> <li>Details about consent, who gave consent and consent for sharing information with other services</li> <li>Details of relevant legal issues or AVO's in place</li> <li>Medical conditions and medication</li> <li>Name, DOB, gender and relationship to client of persons who might pose a risk to the safety of the person if encountered at the centre</li> <li>Information relating to safety issues or other alerts</li> <li>Other services assisting the person and contact details</li> <li>If the enquiry or referral is by a carer, family member or other member of their support network, information on the nature of their relationship to the individual is collected</li> <li>Relevant documents including copies of referrals, letters or reports from other agencies or services, relevant to the service we are providing</li> <li>Other documents that Program Participants ask us to keep</li> <li>Assessments of risk for staff undertaking home visiting</li> </ul>	<ul style="list-style-type: none"> <li>Information about information/advice/referral that we provide</li> <li>Information about services that we refer the person to and information about the referral</li> <li>Assessments, case goal plans and case session notes where casework services are provided</li> <li>Information about mandatory reports child protection reports made to DCJ</li> <li>Information about DV assessment reports made to DCJ</li> <li>Course attendance details and notes</li> <li>Relevant referrals, letters or reports that we write</li> </ul>

## 2. Program participants in school courses

Where courses are provided to children and young people in schools, letters are sent to parents advising of the course to be run in which their child will participate. Children attend unless parents withdraw them from the program. The following data is provided by the school/ or young person:

Personal details	Family information	Other	Information kept about the service we provide
<ul style="list-style-type: none"> <li>Name</li> <li>DOB</li> <li>Gender</li> <li>ATSI</li> <li>Disability</li> <li>CALD</li> <li>Suburb</li> <li>Household living situation</li> <li>School (where relevant)</li> </ul>		<ul style="list-style-type: none"> <li>Consent schools provide opt out messaging to parents/carers</li> </ul>	<ul style="list-style-type: none"> <li>Course attendance details and notes</li> </ul>

## 3. Individuals

Personal which The Family Centre collects, stores and uses and our secure data collection system.

Information is collected at various points including during inquiries about services, when individuals subscribe to our newsletters and information. It can be collected by phone, email, website and in person. Only details relevant to the service being provided will be collected

Personal details	Family information	Other	Information kept about the service we provide
<ul style="list-style-type: none"> <li>Name</li> <li>Suburb and Postcode</li> <li>Phone</li> <li>Email</li> <li>Subscription to TFC information preferences</li> </ul>		<ul style="list-style-type: none"> <li>Information relating to safety issues or other alerts</li> </ul>	<ul style="list-style-type: none"> <li>Information about information/advice/referral that we provide</li> <li>Information about services that we refer the person to and information about the referral</li> </ul>

**Information that The Family Centre collects, stores and enters into our funders' data collection systems on behalf of our funders.**

The Family Centre collects, stores and enters de-identified data into funders' data collection systems. Where required by funders people using our services will be asked to give consent separately for the use of such information.

The Family Centre receives funding from the following sources:

The Family Centre receives funding from the following sources:

**DSS** – Australian Government Department of Social Services: FaRS – Family and Relationship Services, CaPS – Children and Parenting Services, CfC – Communities for Children program

**DCJ** – Department of Communities and Justice: SHS – Specialist Homelessness Service, TEI - Targeted Early Intervention and IFP – Intensive Family Preservation

**HNC** – Healthy North Coast: Youth & Family Mental Health Support

