

Privacy Statement for Service Users

This leaflet provides some general information on how your personal information will be handled at Extended Families. If you would like a full copy of our Privacy Policy please request a copy from a staff member or email info@extendedfamilies.org.au.

WHAT PERSONAL INFORMATION DO WE COLLECT ABOUT YOU?

We only collect information that we require to provide you with a service with Extended Families. This includes your contact details and information about your child/young person and your family's support needs.

WHY DO WE COLLECT YOUR INFORMATION?

We collect this information in order to understand your family's needs and to provide the best possible service to your family.

WHO HAS ACCESS TO YOUR INFORMATION?

Your information can only be seen by the professionals in this service. It is not disclosed to any other person or service without your written consent unless we are legally required to provide information or we believe there is a threat to someone's safety and welfare.

WHAT HAPPENS TO YOUR INFORMATION

We keep your information on a service users file and take measures to ensure that this is securely stored and protected from unauthorised access. We are also required to forward non identifying data to the Department of Human Services; this information is used for the evaluation and planning of disability services.

WHAT SAY DO YOU HAVE IN WHAT HAPPENS TO YOUR INFORMATION?

You have a say in what happens to your information. We rely on the information you give us to help provide the right support for you. It is your right not to share some of your information with us but this may affect our ability to provide you with the service you require.

HOW WILL YOUR INFORMATION BE PROTECTED?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law and we comply with the Privacy Principles as outlined in the Privacy and Data Protection Act 2014 and the Health Records Act 2001. We treat your information in the strictest confidence and store it securely.

CAN YOU ACCESS YOUR INFORMATION?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary. Please make this request in writing to the CEO of Extended Families Australia at P.O. Box 275, Coburg 3058.

ANY OTHER QUESTIONS?

Please talk to one of our staff or the CEO at Extended Families if you have any other questions or any complaints regarding the handling of your personal information.