

PRIVACY AT RELATIONSHIPS AUSTRALIA NSW

Your privacy is important to us. All personal information is handled responsibly and in compliance with Australian privacy laws including the *Privacy Act 1988* (Cth) and the *Health Records and Information Privacy Act 2002* (NSW). For more detail on how we collect, use and disclose personal information, please read our [Privacy Policy](#) available on our website or in hard copy in our offices.

Privacy Principles

Relationships Australia NSW is committed to complying with the Australian Privacy Principles. We will:

- + collect information in a lawful manner and with consent
- + use and disclose information in a lawful way
- + keep information up to date and accurate
- + store information securely
- + be open about how we handle information
- + responsibly allow you to access your information.

Your Responsibilities

We collect some personal information when you become a client so we can deliver our services to you or your family.

This may be collected in various ways, including referral or enrolment forms, notes taken during service delivery, staff questionnaires or surveys. The information may include your name and contact details, medical information, relationship details (including partners and former partners where relevant, children, guardians and parents), payment details, Medicare numbers, and notes made to support or assist you.

We will explain what information we collect, why we collect it, and how it will be used or disclosed. If you do not agree with how your personal information is handled, you can let us know, however this may limit the services we are able to provide.

Using Your Information

We only use your personal information for lawful purposes, including creating your client record, contacting you, and providing effective services.

We may also use de-identified information for research, planning, evaluation, clinical and internal audit, service design and improvement, and professional publications or presentations. No identifying information is used without your consent.

From time to time, we may invite you to complete surveys to help us improve our services. You can opt out of these communications at any time.

De-identified Data to Funders

Most of our services are funded by State or Commonwealth Governments. As part of this funding, we are required to provide general, non-identifying information about people using our services and their effectiveness.

We do not share personal details that could identify you. If an exception applies and we are required to provide identifying information to a funder, you will be informed separately.

Confidentiality

All staff sign a Confidentiality Agreement and we will only provide client details outside the organisation when we are required or authorised by law.

Your information is stored securely and is accessible only to authorised personnel. We retain personal information for the period required by law.

Information in Family Law Act 1975 (Cth) Programs

Some of our programs are covered by the *Family Law Act 1975* (Cth), which provides specific protections that prevent certain confidential client information from being used as evidence in court proceedings (known as inadmissible information).

Not all client information in these programs is inadmissible, and we may still be required by law to disclose some confidential information. Please speak with your practitioner to find out if your program is covered by the *Family Law Act 1975* (Cth).

Limits to Confidentiality

The information we hold about you remains confidential except in the following circumstances:

- + when it is subpoenaed or ordered to be provided by a court or tribunal.
- + if you divulge that you or another person/s intend to harm themselves or others
- + when you provide approval for us to discuss or share written reports with another person, professional agency or service provider (such as a doctor, lawyer, employer or named individual). Under these circumstances, your written consent is always required

- + when we are required by legislation, for example if there are admissions or reasonable grounds for suspecting a child has been abused or is at risk of being abused.
- + when we may need to disclose client information to assist an Independent Children's lawyer (ICL) to properly represent children's interests in family law court proceedings.

Requests to access information

You may request access to the personal information we hold about you. We provide an application form to assist with your request. Access may be refused in some circumstances, and if so, we will explain why.

Requests for amendment

If you believe the personal information we hold about you is incorrect, incomplete, or inaccurate, you may request a correction. We will consider whether the information requires amendment. If we do not agree that an amendment is required, we will add a note to the information stating that you disagree with it.

Any questions?

Requests to access personal or sensitive information we hold should be directed to your service manager or emailed to privacy@ransw.org.au.

If you have concerns about the personal information we hold about you, please submit them in writing to a staff member or the Relationships Australia NSW Privacy Officer

Post

Privacy Officer
Relationships Australia NSW
Level 1, 68 Waterloo Road
Macquarie Park NSW 2113

Contact

privacy@ransw.org.au

You can also contact the Office of the Australian Information Commissioner on [1300 363 992](tel:1300363992).