

1. How we manage your privacy

Better Place Australia is committed to ensuring the privacy of its clients. We are also bound by the Commonwealth Privacy Act 1988 and are required by law to protect all personal and health information in accordance with Australian Privacy Principles (2014).

2. Why we collect information

It is necessary for us to collect information, to:

- help us identify and provide the correct service to best meet your needs
- comply with data collection requirements from funding bodies
- improve our services by using your de-identified information (with consent), for surveys, valuations, and research
- communicate with you on matters relating to your service delivery.

3. The information we collect

When you become a client at Better Place Australia, a client file is created which contains information such as your name, contact details and information relevant to the service provided to you such as assessments, case notes and family relationship information. Each time you attend a service new information is added to your file. Your information will be stored on a secure client management database and in your client file.

Your 'information', means:

- your name, address, phone numbers, email address and other contact details
- documents such as intervention orders or court orders
- referral information received from other programs within our organisation (if applicable).

4. How we protect your information

We are committed to protecting the confidentiality of your information. Digital information is securely stored on our purpose built, cloud-based client record managing system to help keep data private and safe. Better Place Australia does not provide your information to people overseas (and does not use any overseas cloud or servers).

5. Who can access your information

Some staff at Better Place Australia, such as administration, practitioners and managers may require access to client information in order to undertake and support various functions within the organisation. Staff must keep your information confidential and are bound by a Code of Conduct and Confidentiality agreement.

6. Disclosing information

6.1. With consent, we may refer to other agencies. Your information will not be used for any other purpose or disclosed to any other person or agency without your specific consent, except for the following limits to confidentiality.

All personal information you share will remain confidential and secure, except when:

- it is subpoenaed by a court
- failure to disclose the information would place you and/or another person at risk

- you disclose behaviour that breaches the law. Your information will not be provided to a third party (outside funding bodies) unless required or authorised by law, for example, to protect someone from harm.

6.2. Our programs are funded through multiple funding bodies, with data collection and regular reporting required to maintain funding compliance. Data shared with these funding bodies are non-identifiable and they do not receive your name or any other personally identifiable information about you.

7. Using a pseudonym

To provide our services we do need to know who you are. However, there may be circumstances where you wish to use a pseudonym.

8. How long we keep information

By law we are required to securely retain your file for seven years, from the last date of contact with you, before destroying it. If any of your children have attended Better Place Australia, the file will be kept until the youngest of those children turns 25 years of age, and then it will be destroyed.

9. Requesting access to your information

Clients (past and current) may request access to information*. To submit a request, you must complete the Request to Access Client Record form.

** Refer to the Request to Access Client Records form for more information on requesting access to client records.*

10. Requesting to correct your information

Clients can submit a request to correct personal information that align with the Office of the Australian Information Commissioner (OAIC). Requests to correct personal information must be made in writing to quality@betterplace.com.au

11. If you think there has been a breach of your privacy

You can:

- phone, (03) 9556 5333, or email the Privacy Officer, Quality Manager, Better Place Australia, quality@betterplace.com.au
- contact the Office of the Australian Information Commissioner by email, or by phone: 1300 363 992, or by fax: +61 2 9284 9666 or online.

Investigations and complaints are handled may take up to 30 days. To provide feedback or make a complaint, email feedback@betterplace.com.au

12. Measuring how the website is used – cookies

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Privacy Policy



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