



## Privacy and your information

**Better Place Australia is committed to ensuring the privacy of its clients. We are also bound by the Commonwealth Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 which sets out 13 principles to protect your privacy and information.**

### What information do 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

Our programs are funded through multiple funding bodies, with data collection and regular reporting required to maintain funding compliance.

### Why do we collect information?

It is necessary for us to collect information to:

- Help us identify and provide the correct service to best meet client needs.
- Comply with Funding Body Data Collection requirements.
- Improve our services by using your de-identified information (with consent), for surveys, valuations, and research.
- To communicate with you on matters related to your service delivery.

### How is your information protected?

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 supports, promotes and complies with the standards set by the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

There are 13 Australian Privacy Policy Principles which are in place to protect personal information. Your information can only be collected, used, stored, disclosed and disposed of according to these principles.

### Who can access your information?

All staff employed by Better Place Australia must keep your information confidential and are bound by a Code of Conduct and Confidentiality agreement. Better Place Australia does not provide your information to people overseas (and does not use any overseas cloud or servers).

### Who can receive your information?

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, or;
- Failure to disclose the information would place you and/or another person at risk, or;
- 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.



## How long do we keep your 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 be destroyed.

## How can you access your information?

Clients and consumers may request access to information about themselves only. To access or view personal information you must complete the Request to Access Client Record form. All requests are to be made in writing and directed to: [enquiries@betterplace.com.au](mailto:enquiries@betterplace.com.au).

## Can you correct your information?

Yes. If there is information contained in your file which is incorrect, you have the right to ask us to correct it. Requests to amend personal information must be made in writing and directed to: [enquiries@betterplace.com.au](mailto:enquiries@betterplace.com.au).

Requests can be refused but we would discuss your options with you.

## Additional Information

### Breach of Privacy

If you are concerned there may have been a breach of privacy, please contact the Privacy Officer:

Better Place Australia  
PO Box 2770 Cheltenham Vic 3192

Tel: (03) 9556 5333

Email: [feedback@betterplace.com.au](mailto:feedback@betterplace.com.au)

For more detailed information about the Privacy Act and 13 Privacy Principles you can contact the Office of Australian Information Commissioner:

GPO Box 5218  
Sydney NSW 2001

Online enquiry form:

<https://www.oaic.gov.au/about-us/contact-us/>

Tel: 1300 363 992

[www.oaic.gov.au](http://www.oaic.gov.au)

### References

- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Government, Office of the Australian Information Commissioner
- Freedom of Information Act 1982.

Better Place Australia is partially funded by the Australian Government through the Department of Social Services (DSS) and/or the Attorney-General's Department (AGD).

Visit [www.dss.gov.au](http://www.dss.gov.au) for more information.



Interpreters available upon request.

