

## **SAFE FUTURES RESPECTS YOUR PRIVACY**

Safe Futures Foundation is committed to protecting the privacy and confidentiality of all our clients and complies with obligations under the Privacy and Data Protection Act 2014 (Vic) and the Family Violence Protection Amendment (Information Sharing) Act 2017.

### **What information do we collect?**

In order to provide services effectively we need to collect information.

The information we collect includes:

- Name address and contact details
- Age, place of birth, cultural background, identity, dependents
- Other services involved with you
- Case notes describing your circumstances and contact with us
- Information and documents, you have provided to us or agreed for us to have
- Information shared under the information sharing schemes for risk assessment and management purposes

Without relevant information we may not be able to provide you with the service you require.

### **How is information stored?**

All personal information is stored securely and protected from unauthorized access, loss, misuse, disclosure and alteration. Only your case worker and authorized staff will have access to your files.

### **Who else can access your information?**

Information collected and recorded by Safe Futures Foundation is limited to what's necessary to provide support and services and **for safety planning**.

Information will remain confidential unless we have your consent to share or disclosure is allowed or required by law.

We may disclose information without consent if:

- Your worker believes you may seriously hurt yourself or others

- We need to share information to assess and manage risk of family violence in order to prevent a serious threat to an individual's life, health, safety or welfare within the Family Violence Information Sharing Scheme
- We need to share information with services working with your children to the extent necessary to promote their wellbeing or safety.
- Your support worker has serious concerns for the wellbeing and safety of your child and contacts child protection
- We are required to report a serious incident to the Department and Health and Human Services

### **Accessing your files:**

Safe Futures recognizes that people have a general right to access their information. We will only restrict access in part or full when we have good reason to do so and which is allowed or required by law. (such as to protect safety or another person's privacy)

If you would like to access your files, please contact us for further information.

### **Any other questions?**

If you have any questions, concerns or complaints about what has happened to your information please contact the General Manager of Service Delivery.

Alternatively, you can contact the Office of the Victorian Information Commissioner (OVIC) on 1300 006 842 or the Homeless Advocacy Service (HAS) auspiced by the Council to Homeless Persons

For further information on the Family Violence Information Sharing Schemes please visit the Victorian Government website or contact us.