

Privacy Policy (reviewed August 2026)

Policy Statement

The Service is committed to protecting and upholding the privacy of clients, employees, volunteers, Board members, contractors and representatives of organisations with whom it works.

The Service recognises the importance of privacy, confidentiality and information security and is committed to managing personal information in a lawful, transparent and secure manner.

The Service will comply with applicable privacy legislation, funding agreement requirements and relevant privacy standards, including the Australian Privacy Principles contained in the *Privacy Act 1988 (Cth)*.

For the purposes of this policy:

Personal information has the meaning given in the *Privacy Act 1988 (Cth)* and generally means information or an opinion about an identified individual or an individual who is reasonably identifiable.

Sensitive information has the meaning given in the *Privacy Act 1988 (Cth)* and includes information that attracts a higher level of privacy protection.

The Service will ensure that:

- it meets its legal and ethical obligations in relation to privacy and confidentiality;
- clients are informed of their privacy rights and how their information will be managed;
- personal and sensitive information is collected, used, stored and disclosed only for lawful and legitimate purposes;

- appropriate safeguards are implemented to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure; and
- employees, volunteers, Board members and contractors understand their responsibilities under this policy.

The Service collects, holds, uses and discloses personal information for purposes including:

- providing services and support to clients;
- responding to enquiries and requests for information;
- administration, planning, quality assurance and service improvement activities;
- maintaining accurate records;
- responding to complaints and feedback;
- conducting research, advocacy and reporting activities where appropriate; and
- complying with legal, regulatory, contractual and funding obligations.

Personal information will not be sold, rented or disclosed except as authorised by the individual concerned, required by law, or otherwise permitted by this policy.

This policy applies to all records containing personal information, whether held electronically or in hard copy, and to all discussions, meetings, interviews and communications involving personal or sensitive information.

Procedure

Collection, Use and Management of Personal Information

When dealing with personal information, employees and volunteers must:

- collect personal information only where it is reasonably necessary for the performance of organisational functions and activities;
- collect personal information by lawful and fair means and, where required, with the individual's consent;
- take reasonable steps to ensure individuals understand:
 - what information is being collected;
 - why it is being collected;
 - how it will be used and disclosed; and
 - who may have access to it;

- ensure personal information is accurate, complete and current;
- provide individuals with opportunities to access and correct their personal information where appropriate;
- take reasonable steps to protect personal information from misuse, loss and unauthorised access, modification or disclosure; and
- securely destroy or permanently de-identify personal information when it is no longer required and any applicable retention periods have expired.

Privacy Responsibilities

All employees, volunteers, Board members and contractors are responsible for protecting the privacy of personal information to which they have access.

The CEO is responsible for safeguarding personal information relating to employees, Board members, volunteers, contractors and members of the Service.

The CEO, DCEO, Program Managers and Principal Solicitor are responsible for ensuring that publications, communications and website content under their control comply with this Policy and relevant privacy obligations, including ensuring that:

- appropriate consent has been obtained for the use of personal information, photographs or identifying material;
- information obtained from external organisations complies with applicable privacy requirements; and
- any collection of personal information through websites, online forms or digital platforms complies with this Policy and applicable privacy laws.

Privacy Contact Officers

The following officers are responsible for privacy oversight within their respective programs:

Program	Privacy Contact Officer

ALA	CEO
DA	Manager Advocacy
DASH	Program Manager
MNCLC	Principal Solicitor

Privacy Contact Officers are responsible for:

- promoting awareness of this Policy;
- ensuring staff and volunteers understand privacy obligations;
- providing information to clients regarding privacy rights;
- handling privacy enquiries and complaints; and
- ensuring compliance with the Information Barriers Policy.

Privacy information for clients

Clients will be provided with information regarding privacy and confidentiality at initial contact, through client handbooks, intake materials or other appropriate communications.

Clients will be informed about:

- the information being collected;
- the purpose of collection;
- how the information will be used and stored;
- circumstances in which the information may be disclosed; and
- their rights to access and correct personal information.

Privacy During interviews and Discussions

The Service will take reasonable steps to ensure that discussions involving personal or sensitive information occur in a private and confidential environment.

Exceptions may apply where alternative arrangements are required due to identified health, safety or operational risks.

Research Activities

Individuals invited to participate in research, evaluation or consultation activities must:

- be informed of the purpose of the project;
- be advised how information collected will be used;
- be given the choice whether to participate;
- be informed that participation is voluntary; and
- be permitted to withdraw from participation at any time unless legal or practical limitations have been explained beforehand.