



PRIVACY POLICY

POLICY STATEMENT

HelpingMinds is committed to upholding the terms of the Privacy Act 1988 (amended 2001) and the Australian Privacy Principles 2014. HelpingMinds recognises its responsibility to ensure privacy in the collection, use, disclosure and security of personal information. This Privacy Policy explains how we manage personal information and how we protect privacy.

1. The type of information collected and held by HelpingMinds

HelpingMinds is funded to provide a range of community based services and programs across the state of Western Australia. The organisation collects personal information that is necessary to provide these services and programs, and de-identified statistical information required by funding bodies for reporting purposes. The type of information HelpingMinds collects and holds can include, but may not be limited to, the following for:

Clients of the services and programs provided:

- Names and contact details, personal information regarding issues such as date of birth, health and employment status, ethnicity and emergency contact and next of kin details;
- Copies of requests for assistance and other associated documents such as those generated during participation in a program or during interaction with HelpingMinds.

Examples are:

- details of any referrals in to and out of the service
- details of intake and/or assessment
- client consent to disclosure of information
- client notes detailing contacts with clients
- progress review, recovery plan, exit summary and follow up plan
- relevant Centrelink statements and Department of Housing information
- documents used for reporting.

Employees, Board members and other volunteers, and students on placement:

- Names and contact details, bank account and taxation details, qualifications, previous experience and emergency contact details;
- Copies of written correspondence with HelpingMinds and copies of volunteer or employment contracts and any associated documents and information provided in connection with Board membership, other volunteering or employment with HelpingMinds.



Supporters of HelpingMinds (such as financial and other donors and members):

- Names and contact details and the nature of donations made and any relevant membership fees paid.

2. Why HelpingMinds collects and holds personal information

We may collect, hold, use and disclose personal and sensitive information for purposes necessary to carry out our functions and provide our services and programs. Generally, information is held for the purposes of:

- assessing client needs and accordingly planning and providing support, assistance and services as agreed with our funding bodies;
- compliance with necessary business accounting and insurance standards and occupational safety and health requirements;
- reviewing and assessing program effectiveness;
- compliance with our reporting obligations to the Australian Taxation Office and other government agencies and funding bodies;
- facilitating and managing employment relationships, student placements and Board and other volunteer arrangements with HelpingMinds;
- facilitating, managing and acknowledging donations to HelpingMinds; and
- organisational planning and development.

HelpingMinds is committed to maintaining privacy and will only use personal information for the permitted purpose for which we have collected the information.

Client records will be confidential to clients and their direct service program staff, and the relevant Senior Managers. In addition, administrative staff within the organisation may also have access to client records for purposes other than direct service delivery (e.g. data collection and record keeping). Client personal information may also be shared with designated family members and significant others, and external service providers involved in the client's case management. All sharing of information will have signed consent by clients.

3. How HelpingMinds stores and safeguards personal information

HelpingMinds stores copies of the above documents in physical or electronic form as is necessary to carry out our functions and provide our services and programs. All personal information is securely stored at all times by us. It is password protected and only authorised people have access to the above documents and information.

Hard copy files are locked up securely as decided in each work site and may leave the office only for a genuine work-related purpose. Archived closed files are locked away securely for seven years, or for longer if required by relevant Government policy (e.g. by the Department for Child Protection and Family Support for children in care). After this time, files are shredded/ deleted.



4. How HelpingMinds may share information

HelpingMinds will only share personal information, on a need-to-know basis, with signed consent unless there are significant issues of safety or wellbeing that ethically or legally require us to report to another authority.

There are prescribed Government Authorities which are able to compel the sharing of information through a prescribed process. HelpingMinds will comply with these demands when they are made in accordance with appropriate legislation. This could include from the WA Police, Department for Child Protection and Family Support, or Courts.

Third party requests for access to information will be dealt with by Heads of Service and subpoenas will be dealt with as legally required and clients advised accordingly, wherever possible where this does not compromise the investigation being conducted by the relevant authority.

Information shared for reporting purposes is de-identified statistical information required to analyse outputs and outcomes in terms of funding agreements.

5. How clients and staff can access and seek correction of their personal information

HelpingMinds allows clients to request access to their personal information, including that held on computerised records, and to seek correction to information recorded, unless the request is frivolous or poses a threat to the life, health or safety of any individual or where there is an exemption by law. Clients wishing to make enquiries regarding accessing their personal information can do so through the HelpingMinds Privacy Officer.

6. How a complaint can be made about a breach of the Australian Privacy Principles

HelpingMinds is committed to protecting privacy and upholding the Australian Privacy Principles. Any person for whom information is collected and stored by HelpingMinds and who feels that their privacy has been breached, can make a complaint through the Privacy Officer. HelpingMinds takes all complaints seriously and will respond to the complaint and address the concerns raised as soon as is reasonably practicable. The complainant will be asked to complete a standard HelpingMinds complaint form.

All requests for complaint forms or to obtain access to and/or correct personal information should be made to the Privacy Officer at privacy@helpingminds.org.au or telephone (08) 9427 7100.

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