

# Privacy Statement

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## PURPOSE

Youthrive is bound by the Privacy Act 1988 (Cth) and will protect your information in accordance with the Australian Privacy Principles. These principles govern how we can collect, use, store and disclose personal information, how individuals may access and correct personal information held about them, as well as ensuring the quality and security of your personal information.

## COLLECTION OF PERSONAL & SENSITIVE INFORMATION

During your engagement with Youthrive, we will only collect necessary information about you/your child that will enable us to provide you with requested supports and services.

Information will be collected from you and from other stakeholders where you have provided consent. We will keep you informed about the types of information we collect and how it will be used.

## USE OF INFORMATION

Typically, we may request information about you that will enable Youthrive to:

- Determine your eligibility and access for our services;
- Identify you, your child and relevant family members;
- Have a better understanding of you or your child's support needs;
- Provide our services to you;
- Work collaboratively with other stakeholders who provide services to you where you have provided consent;
- Report internally and conduct research and program evaluations.

Information used for reporting, research or evaluation of Youthrive services will not contain details that identify you or your child.

## DISCLOSURE OF INFORMATION

We respect your privacy; however, we would like to be able to give you the best possible service to help you and your family, which may mean sharing your information with other stakeholders. When information is shared with Government agencies and other support services it will be discussed with you first and your consent will be requested. No information will be passed on to a third party if you do not agree.

## LIMITS TO CONFIDENTIALITY

There may be times when Youthrive is required by law to alert or provide information to a Government department such as the Police or Child Safety Services.

The law also permits for your information to be collected, used and disclosed without consent if we believe there's a serious threat to your life, health or safety or that of any individual, including public health and safety, or we're concerned about criminal activity.

## HOW WE PROTECT YOUR INFORMATION

Youthrive protects your personal information from misuse, unauthorised access, modification, loss or disclosure by ensuring;

1. Your information is only accessible to authorised Youthrive staff such as clinicians working with you and Line Managers.
2. Electronic information is managed through secure online client management systems. Online security measures are in place to protect your information.
3. Hard copy documentation is secured in locked cabinets and securely archived or physically destroyed by paper shredding and/or disposal of in document destruction waste bins when no longer required.

## HOW TO ACCESS & OR MAKE CHANGES TO YOUR INFORMATION

You have the right to seek access to your information and to have your information amended if you believe that information held by Youthrive is inaccurate, incomplete and/or not up-to-date. We ask that you make your request in writing and we will review and notify you in writing of the outcome within ten (10) working days.

If you are unable to make your request in writing, your Youthrive clinician will be able to support you to make your request in an alternative way.

## COMPLAINTS

If you have a complaint about the privacy of your information, or the outcome of a request to access or amend information, we ask that you contact the Chief Operating Officer at Youthrive. We endeavour to resolve all complaints promptly and fairly.

Phone: 0433 598 894  
Postal: C/- Suite 22, 238 Robina Town Centre Drive, Robina QLD 4226  
Email: [amym@youthrive.com.au](mailto:amym@youthrive.com.au)

If you are not satisfied with the outcome, you may refer your complaint to the Office of the Information Commissioner in Queensland at [www.oic.qld.gov.au](http://www.oic.qld.gov.au) or the Office of the Australian Information Commissioner [www.oaic.gov.au](http://www.oaic.gov.au)

### **NDIS Participants**

NDIS Participants may seek support from family, a friend or an independent advocate in making a complaint. For more information:

<https://www.ndiscommission.gov.au/participants/disability-advocacy>

NDIS participants may also make complaints by:

- Phoning: 1800 035 544 (free call from landlines) on TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544
- Completing a complaints form online:  
<https://www.ndiscommission.gov.au/about/complaints>