

# Privacy Statement

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## PURPOSE

Youthrive (we/our/us) understands the importance of the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) and Privacy Amendment (Enhancing Privacy Protection) Act 2012 and are committed to ensuring the privacy of your information. 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

We will only collect personal information about you with your permission except where the law requires or allows. We collect personal information during your engagement with us, to ensure that we provide the best quality of supports and service that you have requested. We will keep you informed about the types of information we collect about you and how it will be used.

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.

If we ask you for permission to collect use and store personal information about you/your child and you don't give it to us, we may not be able to provide you with some, or all of our services.

## USE OF INFORMATION

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

- Identify you, your child and relevant family members
- Have a better understanding of you/your child's support needs
- Determine if we are the right service for your child
- Work collaboratively with other stakeholders who provide services to you where you have provided consent
- Gain payment from you for our services provided
- Report internally (e.g. auditing client records for quality assurance and to ensure record management obligation are met) and conduct research and program evaluations. Any information collected and used for reporting or evaluation of our programs will not contain any details that identify you/your child or your family.
- Meet the requirements of external audits – if this is you, your Practitioner will have a discussion about you about who and when a file might be audited and provide you with an opportunity to be involved if you choose.

## DISCLOSURE OF INFORMATION

We recognize the importance of you providing your information. We will not use or disclose any information about you for other purposes without consent, except in exceptional cases, such as if disclosure is required by law or is necessary to protect the rights or property of Youthrive or any other individual, or to lessen a serious threat to a person's health or safety

## 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 managers.
2. Personal information is managed through either our secure online client management systems, or onsite secure filing cabinets. Along with restricted user access, and strong security measures are in place to protect your information.
3. When no longer needed, there copies are securely managed in accordance with State Archiving policies.

## 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 us 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 or Administration staff 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: 8 Gardner Close, Milton QLD 4064  
Email: amy.turner@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>