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| Collection Notice Template |
| For clients of service providers  *[Service provider to review this template document and replace italic text with relevant information specific to their own organisation – delete this text when no longer required]* |

### Information collection notice

This information collection notice explains how we will manage your personal, sensitive and health information. The **[*Organisation*]** is committed to protecting your information in accordance with applicable privacy laws and policies.

Applicable legislation includes the *Privacy and Data Protection Act 2014* (Vic), the *Health Records Act 2001* (Vic), the *Children, Youth and Families Act 2005* (Vic), the *Family Violence Protection Act 2008* (Vic) and the *Child Wellbeing and Safety Act 2005* (Vic).

#### Why do we collect and use your information?

The **[*Organisation*]** collect personal, sensitive and health information about yourself, and other people if it is related to your situation for the purpose of providing our service.

If this information is not collected, we may not be able to provide an optimal service or fulfil our legal obligations.

Examples of the information we collect may include:

**Personal information**

* your first, middle name and last name
* demographic information such as your age and gender

**Sensitive information**

* your cultural identity
* sexual orientation

**Health information**

* information about health conditions
* whether you identify as a person with a disability.

This greatly improves the quality of the services provided by the **[*Organisation*],** facilitating more accurate risk assessment, and ultimately, contributing to the safety and well-being of our clients.

#### How do we collect and store your information?

When you receive a service over the phone or in person, we will ask information about yourself, your family, and your situation, which will contain your personal, sensitive or health information. The information you provide us will be kept on paper and electronic records and may be updated over time.

The **[*Organisation*]** will store information that you provide in a secure Client Relationship Management (CRM) system. This CRM system helps the **[*Organisation*]** to organise your information, which assists in efficiently providing services to you.

Only authorised personnel from **[*Organisation*]** will be able to access your information through the CRM system.

#### Use and disclosure

We will normally use or disclose personal, sensitive and health information only for the purposes that it was given to us, and for purposes that are related to one of our services or activities. Outside of these purposes and where appropriate, we will ask for your consent, before making disclosures.

A key organisation that we will share your information with is the Department of Families, Fairness and Housing (**DFFH**). Your information is shared with DFFH as it is responsible for overseeing how services are delivered to clients.

This information sharing arrangement is in accordance with this notice, DFFH’s Privacy Policy available at: <https://www.dffh.vic.gov.au/publications/privacy-policy> and our privacy policy which is available at **[*link Organisation privacy policy as applicable / delete if not required*].**

We or DFFH may also share your personal, sensitive and health information with:

* other government departments or agencies who provide funding for our services
* other information sharing entities prescribed under the Child Information Sharing Scheme (CISS) – for the purposes of sharing information to protect the safety and wellbeing of children
* other risk assessment and information sharing entities – for sharing information to assess or to manage the risk
* other oversight bodies, in line with legislative requirements, including:
  + *Commission for Children and Young People Act 2012* (Vic)
  + *Social Services Regulation Act 2021* (Vic)
  + *Disability Act 2006* (Vic)
* technical support staff (which may include third party contractors) will also have limited access to the database for the purpose of maintaining and improving the system.

#### How do I gain access to my information?

You have the right to request access to, and correction of, your information that is held by **[*Organisation*]** or DFFHat any time. We can usually provide this unless it would affect someone else’s privacy or safety.

If you want a copy of your information from **[*Organisation*]** you can request it by contacting us at **[*contact details*].** If you identify information that is incorrect, you may request for it to be corrected by speaking directly to us at **[*contact details*]**

If you would like a copy of your information from DFFH, you can complete a Freedom of Information (FOI) request. The details can be found here: [Department of Families Fairness and Housing Victoria | Making a Freedom of Information request (dffh.vic.gov.au)](https://www.dffh.vic.gov.au/making-freedom-information-request), (<https://www.dffh.vic.gov.au/making-freedom-information-request>). You can also email the FOI Unit at [foi@dffh.vic.gov.au](mailto:foi@dffh.vic.gov.au), or send your application to the FOI unit at the following address:

Freedom of Information Unit

Department of Families, Fairness and Housing

GPO Box 1774

Melbourne Victoria 3001

#### Feedback and complaints

We appreciate feedback. It enables us to evaluate our practices and improve our services. We understand the importance of creating a safe environment for your interactions with us. You have the option to provide feedback - whether it be a complaint, compliment, or general feedback - and if you prefer, you can remain anonymous while doing so.

If you choose to provide your feedback anonymously, we:

* may not be able to investigate your feedback fully
* will not be able to contact you if we need more information
* will not be able to let you know the outcome of your feedback.

Should you have any privacy queries, feedback, or a complaint about the way your information has been handled, please contact us at **[*contact details*].**

If you feel that you have not received a sufficient response to your complaint, you can contact DFFH feedback services at <https://feedback.dhhs.vic.gov.au/layout.html#/DFFH>.

DFFH undertakes to resolve privacy complaints and breaches in a timely and fair manner. However, should you not be satisfied with the Department’s response to your privacy query or complaint, you may also contact:

the Office of the Victorian Information Commissioner in relation to personal or sensitive information (PO Box 24274 Melbourne VIC 3001 or by email to [privacy@ovic.gov.vic.au](mailto:privacy@ovic.gov.vic.au)); and/or

the Health Complaints Commissioner in relation to health information (<https://hcc.vic.gov.au/make-complaint>), or in person/by mail at Level 26, 570 Bourke Street, Melbourne Victoria 3000, or by phone at 1300 582 113).