

YOUR INFORMATION

KWY treats your right to confidentiality and privacy very seriously.

We only keep information about you that is relevant to the services you're receiving.

This includes:

- Your name
- Your contact details
- Your intake screening information
- Records of the services you receive
- Actions we take within our services
- Any referrals we make for you and your family
- Sensitive information such as gender, health, disability, physical and mental health and criminal convictions where relevant to service provision.

You may request in writing to view or seek a copy of your information. You are entitled to request amendments to your information where you genuinely believe the information is inaccurate or incorrect.




We will do what we can to ensure accuracy in the information we keep.



FOR AFTER-HOURS ASSISTANCE:

- **Emergency:** 000
- **Police:** 131 444
- **Lifeline:** 131 114
- **Beyond Blue:** 1300 224 636
- **Crisis Care:** 131 611
- **Kids helpline:** 1800 55 1800
- **Parent helpline:** 1300 364 100
- **Domestic Violence Crisis Line:** 1800 800 098
- **1800 RESPECT:** 1800 737 732
- **Homelessness Gateway:** 1800 003 308

CONTACT US

-  8377 7822
-  admin@kwy.org.au
-  www.kwy.org.au



PRIVACY AND YOUR INFORMATION

WHY KWY COLLECTS YOUR INFORMATION

KWY provide community, family and support services, so gathering information from and about you is important in helping us deliver the best support we can.

The information we collect is fundamental to service provision, intake and referral, case planning and case management. It also assists us with early intervention and safeguarding.

We use the information you give to us to communicate with you and make sure you're supported in the best possible way.

USING YOUR PERSONAL INFORMATION

Nobody else at KWY can see your personal information unless they are contracted to support you. We use your personal information to:

- Find out how to help you
- Find out how to improve our services
- Ask you how we can better help you
- Report to the people who fund our services
- Recommend other services to you.



There are times that staff may be required to share your information without consent in certain situations.

These times may include:

- If a child is at risk or unsafe
- When information is subpoenaed for legal proceedings.
- Enforcement of criminal law.
- If staff think you are a risk to yourself or someone else.

HOW KWY STORES YOUR PERSONAL DATA

KWY cares about keeping your personal information safe. We will make sure we collect, use, store and share your information in ways that comply with The Australian Privacy Principles, as well as the Information Sharing Guidelines and relevant laws.

Any information KWY keeps about you is kept securely and electronically.

The law tells us how long we need to keep different types of information. When we do not need your information any more, we destroy it so that nobody else can read it.

The law tells us that we must let you know if any of your information is lost, stolen or accidentally shared. This is a data breach and if it happens, we will contact you personally.