



Privacy and Confidentiality Statement

Privacy and Confidentiality

TRFS respects the privacy rights of all individuals associated with the provision of its services and is bound by the following privacy legislation:

- Privacy Act 1988 (Cth)
- Health Records and Information Privacy Act 2002 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)

In accordance with this legislation, TRFS complies with the Australian Privacy Principles (APPs), the Health Privacy Principles (HPPs) and the Information Protection Principles (IPPs).

Personal, sensitive and health information relating to service users, staff and prospective staff, contractors, volunteers and students is considered private and is only used for the purpose for which it was collected, unless otherwise permitted or required by law.

TRFS also follows guidance issued by the Office of the Australian Information Commissioner and the NSW Privacy Commissioner for organisations delivering services on behalf of government.

Definitions

Personal Information

Information or an opinion about an identified individual, or an individual who is reasonably identifiable.

Sensitive Personal Information

Includes ethnic or racial origin; political opinions; religious or philosophical beliefs; membership of a professional or trade association; health information; sexual orientation or practices; and criminal record.

Health Information

Information or an opinion about an individual's physical or mental health, disability, or health services provided.

Information We Collect

TRFS may collect information including:

- Client names, addresses and contact details
- Intake, assessment and reassessment documentation
- Case management plans
- Referrals and reports from other agencies
- Consent documentation
- Client feedback and complaints
- Service exit and case closure records



Privacy and Confidentiality Statement

Why We Collect Information

Information is collected to deliver services and to meet contractual, funding, reporting, research and quality improvement requirements.

In collecting information, TRFS ensures that:

- Only information necessary for core functions is collected
- Clients are informed of the purpose of collection and use
- Consent is obtained where required
- Information is collected directly from individuals where possible
- Individuals are notified where information is obtained from third parties

Collection, Use and Storage

Personal information is collected only where:

1. It relates directly to a lawful purpose connected to our services; and
2. It is reasonably necessary.

All personal information is stored securely to protect against unauthorised access, loss, misuse or disclosure.

Access to Personal Information

Individuals may request access to their personal information by submitting a written request to the Manager at TRFS, including sufficient detail to identify the information sought.

TRFS will provide access without unreasonable expense or delay unless access is restricted where:

- Access would pose a serious and imminent threat to life, health or safety
- Access would unreasonably impact the privacy of others
- The information relates to legal proceedings and is not accessible through discovery
- Access would be unlawful or is restricted by law
- Access would prejudice an investigation into unlawful activity

Where access is denied, reasons will be provided in writing.

Correction and Complaints

Individuals may request correction of personal information if they believe it is inaccurate, incomplete, out of date or misleading.

If TRFS does not agree to amend the information, the individual will be notified of the reasons and, on request, a statement from the individual will be attached to the record.

Privacy complaints may be raised with the Manager at TRFS, who will investigate and respond in a timely manner.