

Security of your Information

We follow strict government standards regarding the secure storage of your Information in all formats.

We keep your Information safely stored in a variety of ways. Most commonly, it is held as a combination of a paper and or an electronic record

Access to your Information

You are entitled to request access to your Information. You will be asked to apply for access in writing and provide identification.

You may be charged a fee to cover any cost incurred in providing a copy of the Information we hold, e.g., printing costs and staff time. Requests for access to Information will be responded to as soon as possible, or in most cases, no later than 28 days.

Access may be declined in circumstances where giving access could potentially put you or another person at risk of mental or physical harm.

Note We cannot give you access to third-party Information without their consent.

Requests for access to your record should be addressed to the Executive Officer of Counterpoint Community Services.

Getting your records changed

If you believe any information we hold is inaccurate or needs to be updated, please discuss this with our staff so the file can be corrected.

Contact us

If you have questions about the privacy of your Information, do not hesitate to get in touch with us:

Counterpoint Community Services INC

67 Raglan Street
Waterloo NSW 2016

Tel: (02) 9698 9569

Or Email us at
info@counterpointcs.org.au



Privacy Leaflet for Clients



Collection of your Information

When you access Counterpoint Community Services and facilities, Information about you and the support or activities you participated in is recorded and stored on a record. Most commonly, your Information will be a combination of paper and electronic records.

This is so that our team can give you adequate support. The Information in your records can include:

- Name, age and address
- Details of family and careers or close friends where appropriate
- Details of aspirations/support needs you have
- Reference numbers for other agencies that we are liaising with on your behalf
- Record of discussions with staff and what advice or action they took

We collect Information directly from you wherever possible. Occasionally we may need to collect information from a family member, friend, carer or an interpreter who can help us provide appropriate support; this would only be done with your consent.

If you do not wish for us to collect, use or disclose certain information about you, you will need to tell us, and we will discuss with you any implications this may have for your access to the service.

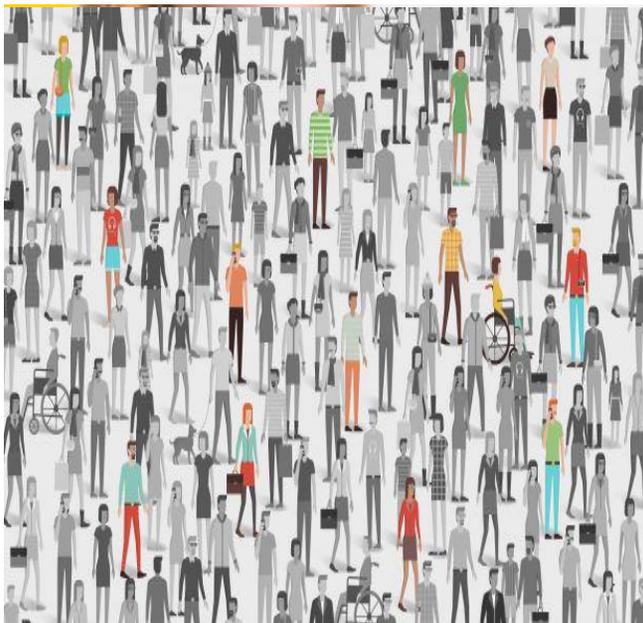
Funders data collection

Various government departments fund Counterpoints Community Services, and as part of those funded contracts, we are obliged to keep certain records.

Information about client interactions with our service is collected daily and used to inform and evaluate our services, identify service gaps, improve the local community and human service planning and demonstrate to our funder's outputs and outcomes of our work.

When collated, personal Information is removed so that you can't be identified in the collection of this data.

You can choose not to have information about you shared or used for any purpose beyond providing support or access to our activities and programs.



Use or disclosure of your Information

All Counterpoint Community Services staff are trained and bound by confidentiality policy. We do not disclose your Personal Information to other organisations or individuals except where you have permitted us to make representations on your behalf or when required or authorised by law.

For example, your Information may be used or disclosed **with your consent**: To other or partner community services, including government and non-government bodies, such as when making a referral or advocating on your behalf.



Mandatory reports

Counterpoint Community Services, by law, is obliged to disclose Information in the following circumstances

- To State and Commonwealth government agencies for statutory and child protection mandatory reporting purposes
- To Emergency services and authorised third parties to help prevent a serious and imminent threat to someone's life, health, or wellbeing, such as in an emergency
- To comply with a legal direction such as a subpoena or search warrant
- If such a report is made, it should not affect your ability to access our services.

