

PRIVACY STATEMENT

Personal Information

Personal Information we hold and why.

Relationships Australia (QLD) collects information in three ways:

1. Your name, address, telephone number, date of birth, and partner/family details are collected when you make an appointment in order that we may contact you and identify you when you use our services.
2. You will be asked to complete an 'intake information sheet' that collects demographic and other information about you and the reasons for your attendance at RAQ. The service provider normally peruses this information and the data collected is entered into a computerised database, which is used to provide reports required by our funding body. No identifying information is used in those reports.
3. During your session with the Service Provider, they may take some notes on the issues/matters discussed. Further notes are normally made after the session summarising the interview, making notes on progress and recording future action/plans for the next time you attend.

Storage.

Relationships Australia (QLD) makes a strenuous effort to protect the security of the personal files/information that we hold. This includes the physical storage of your records, the security of our premises both during and outside business hours and the security of any records processed or stored on our computer systems.

Access to your Information.

You have the right to have access to the personal information that we hold about you. You should note that we would not provide you with access to information about any other person, including family members and spouse/partner. If you require access to your personal information, please contact the Manager of the Branch you attended.

Disposal of Information.

Staff are instructed to close files within six to thirteen weeks after services have discontinued. Client files are securely stored intact for two (2) years and then shredded. Any information stored electronically will remain in the database in a non-identifiable form.

Complaints.

If you have any complaint or suggestions in relation to how we manage privacy issues or your personal information, please contact the Branch Manager or the Chief Executive Officer (RAQ, 13/107 Miles Platting Road, Eight Mile Plains Q 4113) in writing. We take all complaints seriously.

External Services.

Relationships Australia does not use any external company or person for data storage or processing. All of our staff sign an 'Oath of Confidentiality' for your protection. Only RAQ staff may access your personal information.

There are Relationships Australia branches throughout Queensland.

Most services provided by Relationships Australia (Qld) are subsidised through funding from the Australian Government Department Families, Community Services and Indigenous Affairs, the Attorney-General's Department and the Queensland Government Department of Communities.



Andrew Davis, Chief Executive Officer
August 2005

Relationships Australia

1300 364 277

www.relationships.com.au

Relationships Australia has policies on your privacy, your rights and responsibilities and your safety. We have procedures that cover your ability to make a complaint, provide feedback about our services and our duty of care to you and your family members.