Yoorana Privacy Statement

Purpose

Yoorana is committed to protecting the privacy of all clients, including children, young people, and adults experiencing domestic and family violence (DFV). This statement explains how we collect, use, disclose, store, and manage personal and sensitive information, in line with:

- *Privacy Act 1988 (Cth)*
- *Information Privacy Act 2009 (QLD)*
- *Privacy and Other Legislation Amendment Act 2024 (Cth)*
- *Privacy Principles 2012 (Cth)*
- *Right to Information Act 2009 (QLD)*
- *Child Safe Organisations Act 2024 (QLD)*

Types of Personal Information Collected

We may collect:

- Name and contact details (phone, email, address)
- Credit card or payment details (through third-party payment processor)
- Preferences, opinions, and feedback
- Case notes from counselling, crisis interventions, and support sessions
- Information about services provided or requested
- Medical, disability, or health information relevant to services
- Personal circumstances, goals, thoughts, feelings, or conduct, only when relevant and consented
- Information from children or youth in age-appropriate ways, including drawings or reports

How Your Information is Used

- To provide safe, responsive, and effective services
- To coordinate care among Yoorana staff while maintaining confidentiality
- To improve services through feedback, complaints, and evaluation
- To meet legal or reporting obligations (e.g., child safety, DFV risk, mandatory reporting)
- With your consent, for research, audits, or reporting to funding bodies

Our Team and your Privacy

Occasionally when you tell something about yourself to one member of our team, or when one of us observes something about you, we may consult with other members of our team, so that we can all work together to assist you. Usually your personal information stays within our team. This means we don't tell things about you to anyone outside of our team without your consent.

Sharing & Disclosure of Information

We do not disclose your information without your consent, except in the following circumstances:

- Required by law (e.g., subpoenas, court orders)
- Duty of care to protect the safety of clients, children, staff, or others
- Serious risk of harm (e.g., suicide, violence, DFV, medical emergency)
- Mandatory reporting of child safety concerns
- With your consent, to funding bodies for quality assurance
- For research or service evaluation with de-identified data

Yoorana Women's Domestic Violence & Resource Service Inc.
PO Box 630, Maryborough Qld 4650
ABN: 40 806 738 400
IA03842

DFV & Child Safety Considerations:

- For clients at risk, special protocols are followed to ensure communication and record-keeping do not increase risk.
- Children's privacy is respected while ensuring mandatory reporting obligations are met.

Collection, Storage, and Security

- Information is stored securely in locked cabinets, password-protected databases, and encrypted digital files.
- Premises have appropriate physical security measures.
- Third-party IT services used (e.g., cloud storage, payment processors) comply with Australian privacy and security standards.
- Only staff who require access for service delivery can access personal information.

Accuracy of Information

- Yoorana takes reasonable steps to ensure information is accurate and up to date.
- Clients are responsible for informing us of changes to personal information.

Access, Correction, and Deletion of Information

- Clients, including children and young people, can request access to their information verbally or in writing.
- Requests are facilitated in child-friendly or culturally appropriate ways, with advocacy support if needed.
- Clients can request correction or deletion of inaccurate or outdated information, except where restricted by law.
- Access may require consent forms and verification of identity, and information can be sent to a legal representative or trusted adult.

Privacy Breaches & Complaints

- Any privacy breaches will be recorded, investigated, and reported in line with legal obligations.
- Clients can lodge privacy complaints through Yoorana's Feedback, Complaints and Appeals Policy.
- Complaints are reviewed to ensure continuous improvement and board oversight.

Governance & Oversight

- The Board/Committee reviews privacy compliance annually or as required.
- Staff are trained in privacy, child-safe practices, DFV confidentiality, and trauma-informed information handling.
- Policies and procedures are regularly reviewed to reflect legislative and sector changes.

Communication & Accessibility

- Privacy information is communicated in child-friendly, culturally safe, and trauma-informed formats.
- Clients at risk of DFV are supported with safe communication options (e.g., secure email, phone, in-person meetings).
- Interpreter services and alternative formats are available for clients with language or literacy needs.

Retention and Disposal of Information

- Information is retained in accordance with legal and funding requirements.
- Secure destruction procedures are followed when information is no longer required.
- Sensitive DFV and child information may be archived separately or de-identified to protect privacy.

Contact for Privacy Queries

For questions about your privacy or to lodge a complaint:

Email: admin@yoorana.com.au

Phone: 07 4122 2218

Mail: Yoorana, 320 Alice St Maryborough, QLD 4650

You can lodge a privacy complaint with the Office of the Australian Information Commissioner (OAIC):

www.oiac.gov.au

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