

Privacy & Confidentiality

GWHC receives Queensland Government funding to provide services and is required to collect information from you for reporting data as part of our funding agreement(s) and to ensure good governance of our charitable organisation.

De-identification

To ensure quality services, we provide some de-identified information to the funding body when required or during our regular reporting process. 'De-identified' information is information which has undergone a process of de-identification to ensure your personal details are protected.

Confidentiality

Confidentiality of information and security of records is essential to GWH. All our employees respect the privacy of clients and hold information obtained in the course of professional service in strict confidence. Information about you is kept on file, either in hard copy form in secure storage or within a database that is password protected. If there is some reason we need to share your information with other services, we will ask your permission to do so in advance and you have the right to refuse our request.

Privacy & Information

Our Welcome Pack includes a copy of our Privacy Policy. If you have any concerns or questions about how we manage your personal information, please speak to our staff so we can ensure your feedback and questions are considered and addressed.

Disclosure

We will not disclose your personal information without your informed consent, which would be obtained in writing (where possible) unless there is an immediate risk of harm to yourself or others requiring action, or where required by law.

Transparent practice

GWH is bound by the Federal Privacy Act 1988 and the Queensland Information Privacy Act (2009) to protect the personal information gathered from anyone contacting us. GWH is committed to protecting privacy and collects, stores, uses, and discloses personal information responsibly and transparently when delivering services.

Anonymity

GWHC respects the rights of all people accessing the service to confidentiality and privacy of information, and the right to remain anonymous if they choose, so please discuss this in advance of your first appointment so we can make appropriate arrangements.

Cookies (data files)

When you use our website, a record of the visit is kept via site cookies. Cookies are data files that are saved on your hard drive when you visit websites and are designed to make browsing the sites easier. We do not and cannot use cookies to retrieve your personal information from your computer. The information we collect is used for statistical purposes and to help us track visitor usage such as the pages and information sourced, the times this occurs, the number of visitor interactions and the like to ensure we continually review and update the information we provide on the website. You can refuse cookies by configuring your browser to reject them. If you do this, you will receive a prompt each site a site asks for permission to save cookies on your computer.

Secure storage of information

Information provided via online forms can be stored in databases. This information is only used for the purpose for which it was provided and is deleted or stored securely once the service has been delivered.

Email addresses

Email addresses are recorded when your message is sent and we only use these to respond to your request or advice. You will not be added to any mailing lists unless you have provided us with consent and your email will not be shared with third parties without your permission, or unless directed by law.

Your Rights

You can access the personal information we have collected about you, modify it or ask us to delete it. Please contact us if you wish to discuss this or request for this to occur.

Mandatory Reporting

Our staff are 'Mandatory Reporters', as required by the Child Protection Act 1999 (Qld). The Act requires certain professionals, referred to as 'mandatory reporters', to make a report to child Safety, if they form a reasonable suspicion that a child has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse, and may not have a parent able and willing to protect them.

In addition to this, our policy is for staff to report to Child Safety a reasonable suspicion a child may be in need of protection where the harm or risk of harm relates to any other type of abuse or neglect. We do this in the best interest of children and families.

If we plan to report to Child Safety, we will notify you in advance unless there are critical circumstances where our staff believe it is in the best interests of you or children not to do so.

If you would like more information about 'Mandatory Reporting' in Queensland, speak to our staff or visit <https://www.cyjma.qld.gov.au/protecting-children/about-child-protection/mandatory-reporting>