



Privacy Statement

Off to Great Places is committed to providing quality services to you and this policy outlines how we manage Personal and Health Information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include, but is not limited to: names, addresses, email addresses, phone and mobile numbers.

Additional information that may be collected as part of providing a service include, but is not limited to, the following:

- Sensitive information such as the health, sex, or abilities of the individual
- Details about an individual's accessed services
- Gender, marital status, guardian details, or any relevant custody details
- Emergency contact information
- Details of the individual's school, care facility, family doctor, or any other relevant health professional
- Details regarding the current and previous medical history of the individual

Purpose of collecting, holding, using and disclosing personal information

Off to Great Places uses or discloses personal information for individuals for the purpose for which it was collected or is related to the primary purpose. Personal information is collected primarily for the following purposes:

- Provision of therapy, and support services
- Assessment and reporting purposes
- State, federal, and regulatory audits
- Training and induction of employees and students



The exception to this is where personal information is required to be disclosed to external organisations or bodies by law, or as part of Off to Great Places obligations as determined by the State Governments Information Sharing Guidelines (see below).

Accessing personal information about an individual that is held by Off to Great Places including requests to correct such information

Individuals have the right to access and seek correction of personal information held by Off to Great Places by contacting a staff member within a reasonable timeframe. Personal information will only be withheld in situations whereby a court order requires information be held or is deemed a privacy breach.

Sensitive Collection of Personal Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law

Off to Great Places will only collect information about the individual that is required to provide services or is required for us to meet our duty of care obligations or is required by our contractual obligations or relevant regulatory or legislation requirements. Off to Great Places will generally only collect personal information about the individual from other sources with an individual's consent, or if required by law.



Off to Great Places will only collect information in a fair, non-intrusive and lawful way. Where possible, this information will be collected directly from the individual rather than from others.

Data Security

Off to Great Places has implemented appropriate steps to protect the personal information it holds from misuse and loss, unauthorised access, disclosure, or modification.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Physical Information Storage

Off to Great Places takes reasonable steps to ensure all personal information stored in a physical form (i.e. paper copies) are protected from misuse and loss, unauthorised access, disclosure or modification.

Privacy Policy Complaints and Enquiries

Individuals are encouraged to follow the Off to Great Places complaints and feedback procedure if they have a complaint about the way in which their personal information is gathered, held, and handled by contacting the Off to Great Places office via the below details.

If individuals are not satisfied with the handling of their complaint or feel that the appropriate actions and steps were not made, we encourage individuals to contact the office of the Australian Information Commissioner on 1300 363 992 for further assistance.

Email: support@offtogreatplaces.com

Phone: 0483 839 106



Disclosure of personal information to overseas recipients

Off to Great Places do not provide personal or sensitive information to overseas recipients.

Anonymity and Pseudonymity

Wherever it is lawful and practical, and in doing so, does not compromise the provision of services, Off to Great Places provides individuals with the option of not identifying themselves, or of using a pseudonym when personal information is collected.

Accuracy of Information

Off to Great Places will take reasonable steps to ensure the accuracy and completeness of the personal information collected, used, or disclosed. Wherever possible and reasonable, steps will be taken to ensure information is current and to correct incomplete, inaccurate, or outdated personal information.

Information Sharing Guidelines

Off to Great Places follows the guidance on Information Sharing and Privacy from the Office of the Victorian Information Commissioner (OVIC) for promoting safety and wellbeing. Off to Great Places will work closely with other agencies to coordinate supports to provide the best quality, multidisciplinary service to the individual and their family. Informed consent will be sought and respected from the individual and their family before personal information is shared between organisations, unless the following situations apply:

It is unsafe or impossible for Off to Great Places staff to gain consent, and/or consent has been refused and the below situation is true;



Without information being shared, the individual, a member of their family, or a member of the public will be at risk of serious harm, abuse or neglect, or they pose a risk to their own or the public's safety.

Third Parties and the transfer of Personal Information

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Written consent from the individual is needed prior to the release of information to any third parties. Requests can be made via email to support@offtogreatpalces.com

Exceptions to this may apply when applying the Information Sharing and Privacy guidelines and the transfer of information is to facilitate service provision where there is a risk of harm to the individual, their family or the public.

When transferring information, reasonable steps will be taken to maintain the security and privacy of the personal information that is being transferred.

Privacy Policy

Off to Great Places does not collect or track personal information from its site visitors. Generic information from server logs may be used to track the number of hits to the site, and to find out what types of browser software are used by visitors. This information will be used only in aggregate form and used solely for improving web site design. Information provided via the enquiry form is used solely to assist with fulfilling the user's needs and is not sold to any 3rd parties or used in advertising or promotions.

No part of this work may be copied, reproduced, or translated in any form or medium without the prior written consent of Off to Great Places.



To obtain permission to reproduce the information (text or graphics) contained on the Off to Great Places web site for any purpose, submit the specifics of your request in writing to Off to Great Places via the email address support@offtogreatpalces.com

Policy Updates

This Policy may change from time to time and is available on our website.

Disclaimer

The Off to Great Places website, www.offtogreatplaces.com is provided as a public service.

Users of this website are responsible for checking the accuracy, completeness, currency and/or suitability of all information. Off to Great Places makes no representations, guarantees, or warranties as to the accuracy, completeness, currency, or suitability of the information provided via this website.

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