

# *Our commitment*

## to your Privacy & Confidentiality



*everyone's family*

The Smith Family is committed to protecting the privacy and confidentiality of everyone who participates in our programs and events. Your right to privacy and confidentiality is protected by laws that came into force in December 2001. We have policies and procedures that safeguard your privacy at all times.

### **What information is collected?**

To participate in The Smith Family's programs or events we may require information that may be sensitive or private. This could include your address or telephone number, bank account details, ethnicity, languages spoken, Health Care or Pensioner Card number, or details about the children in your care and their schools, interests or achievements.

We do not collect information about political or religious beliefs, membership of trade unions, or sexual preferences or practices.

You have the right not to provide us with the information we request. This may mean that you will not be able to participate in particular programs or events.

### **Who has access to my information and how is it used?**

It is usually The Smith Family's staff, both paid and volunteer, who need access to the information we collect. However, sometimes your information may be accessed by researchers, contractors or others working on our behalf. In these situations you are still protected by the policies and procedures that apply to The Smith Family's employees. All individuals, and their organisations, are bound by the privacy laws.

The Smith Family will not disclose information that can be used to identify you without your consent or unless we are required to do so by law.

We only collect the information that is necessary for us to ensure that you receive the best possible services and to help us to plan, deliver, analyse or improve our programs and events. Before any research or management analysis is undertaken information which could identify you is removed.

If we ask you to participate in a public event such as a presentation ceremony, media interview or magazine article we will discuss how this may affect your privacy and agree what steps will be taken to protect your privacy. You are not required to participate in these events.

We never ask other organisations for information about you without your consent.

### **Storing personal and sensitive information**

The information we collect could be stored in a computer database or in electronic or hardcopy files. It is protected from misuse, unauthorised access, modification and disclosure. We have secure internal data protection and electronic and hardcopy data transmission procedures.

All on-line communication via our websites is secure. Our sites do not use cookies which are ways of storing information so that it may be used later for other purposes without your knowledge.

### **For more information**

Contact your local worker to request a copy of the information The Smith Family has about you and to ask us to correct any inaccuracies.

If you would like to know more about how we manage information, or if you want to lodge a complaint about how your information has been managed, please contact The Smith Family Manager:

# *Our commitment*

## to the Safety and Wellbeing of Children and Young People



*everyone's family*

The Smith Family is committed to promoting the safety and wellbeing of children and young people under 18 years of age. We want the children and young people participating in our programs to have safe and positive experiences, and enjoy an open and welcoming environment.

We want to increase children's confidence and their understanding of what is appropriate and safe. We expect that all people participating and engaging in The Smith Family's programs and activities to share this responsibility.

### **The Smith Family will:**

- adhere to our *Code of Conduct for the Safety and Wellbeing of Children and Young People*
- have policies and procedures which conform with state and federal laws, including reporting any concerns to a relevant Child Protection Authority
- conduct effective recruiting, screening and placement of all staff and volunteers
- train, support and manage our staff and volunteers
- protect private, sensitive and confidential information
- have a management system to prevent and reduce the risk of harm
- encourage and support practices which empower children and young people
- encourage families to be aware of the safety and wellbeing of children and to discuss ways to keep them safe
- where possible, provide information to children and young people about how to keep themselves safe
- encourage and support behaviour that is positive, safe and respectful
- investigate and act on allegations or complaints quickly and in a way that is fair and respects the rights of everyone involved
- encourage families to talk to The Smith Family's staff about anything which will assist their child/ren.

### **If you have any questions or concerns you can contact:**

- Your local worker or The Smith Family Manager
- The Smith Family National Office: (02) 9085 7222 or [childprotection@smithfamily.com.au](mailto:childprotection@smithfamily.com.au)
- Kids' Helpline\* 1800 551 800
- [www.childwise.net](http://www.childwise.net)\*
- [www.privacy.gov.au](http://www.privacy.gov.au)\*

\*These organisations and websites are independent of The Smith Family