

Your Information, Privacy and Safety Fact Sheet

Your Information

Family Life is committed to protecting your privacy and keeping your information safe. We collect information to provide services and support, assess needs and risks, coordinate services where appropriate, and help keep children, families and communities safe.

When is information shared?

In most situations, Family Life will seek your consent before sharing information with another service. However, there are circumstances where information may be shared without your consent where:

- there are serious concerns about a person's safety, health or wellbeing
- we have legal obligations to report concerns about a child
- information sharing is authorised or required by law
- information sharing is necessary to assess or manage family violence risk
- information sharing is necessary to promote the wellbeing or safety of a child.

Family Violence and Child Information Sharing

Victorian law allows certain organisations, including Family Life, to share information under the:

- Family Violence Information Sharing Scheme (FVISS); and
- Child Information Sharing Scheme (CISS)

These schemes help authorised services work together to:

- assess and manage family violence risk
- promote the wellbeing and safety of children
- provide more coordinated support to children, young people, and families.

Under these schemes, information may sometimes be shared without consent where this is necessary to:

- assess or manage family violence risk to a child.
- promote the wellbeing or safety of a child or group of children
- support safety planning and risk management.

Where it is safe, appropriate and reasonable to do so, Family Life will seek and take into account your views about information sharing and explain information-sharing arrangements. Wherever possible, you will be informed if your information has been shared.

Mandatory Reporting and Child Safety

Family Life staff have responsibilities to act when they believe a child may be experiencing harm, abuse, neglect or significant safety concerns. This may include sharing information with Child Protection, Victoria Police or other authorised services where required by law or necessary to protect a child.



Your Privacy Rights

You have the right to:

- ask questions about how your information is used
- request access to information held about you
- request correction of information that you believe is inaccurate
- provide feedback or make a complaint about how your information has been handled.

Family Life will work with you to access information we hold about you. In some situations, privacy laws may prevent us from providing access to all or part of your information. If this happens, we will explain the reasons to you. We encourage you to speak with your practitioner if you have any questions about your information or privacy. If your concerns cannot be resolved, or you would like to make a privacy complaint, you can contact Family Life's Privacy Officer.

Privacy Officer
Family Life
197 Bluff Road, Sandringham VIC 3191
Phone: (03) 8599 5433

If you are not satisfied with the outcome of your complaint, you may also contact the relevant external body:

- Office of the Victorian Information Commissioner (1300 006 842)
- Health Complaints Commissioner (1300 582 113)
- Office of the Australian Information Commissioner (1300 363 992)

Information Shared with You

Occasionally, authorised services may share information with you to help support your safety or the safety of your child. For example, information about family violence risk may be shared to assist with safety planning and risk management.

If information is shared with you:

- it should only be used for the purpose it was provided
- it should not be shared with others unless necessary for safety planning or otherwise authorised
- it should not be posted online or shared through social media
- you should take reasonable steps to help protect the privacy and safety of others.

Important

Information shared under the Family Violence Information Sharing Scheme is intended to support safety and risk management. Information about a victim survivor will not be shared with a person using family violence for the purpose of the Scheme.

