

Information for Clients

The City of Casey is committed to the protection of your privacy.

General right to privacy and confidentiality

Young people have a right to privacy and confidentiality. Youth Counselling and Support workers sometimes work with young people who are vulnerable and exposed. They trust staff to treat them, and their personal information, with care and respect. The right to privacy and confidentiality is embedded in: *Information Privacy Act 2000 (Vic)*, *Health Records Act 2001*. These Acts outline several Information Privacy Principles that the Council must adhere to.

Any information collected through your involvement with the Youth Counselling and Support Team will only be used by the City of Casey for the purposes of that program. Disclosure will only occur if your consent is given or required by legislation or law.

Confidentiality and privacy explained

When accessing the Youth Counselling and Support Service you may be asked to sign a form that allows the worker to collect relevant information from your doctor, school, employer and others involved in your support. This information will be used to plan your support during your involvement with our service.

When collecting information, the City of Casey will ensure that:

- » Only relevant information is collected
- » The information is accurate, up to date and complete.

Your right to information

Individuals can contact relevant Council staff to access their personal information. Contact may also be made to Council's Privacy Officer if required after initial contact with relevant Council staff.

Council may charge an access fee for recovering the costs of retrieving the required personal information.

In some circumstances, The City of Casey cannot release some information (e.g. legally privileged or commercial-in-confidence documents).

Releasing information to other parties

You may be asked to sign a form that allows your Youth Counselling and Support worker to provide information to another service involved in your support. Keeping these people informed will assist you in achieving your goals.

To protect your privacy, The City of Casey will not release information to third parties without your permission to do so.

The exceptions to requiring your permission to release information are:

- » When subpoenaed by the Courts
- » Where appropriate under another Act, including *Freedom of Information Act 1982*
- » It is deemed necessary to release information in the public interest, for example to protect against a serious and imminent threat to a person's life or health
- » For a related secondary purpose an individual would reasonably expect

Complaints

We welcome all feedback and encourage you to raise any concerns if you are not satisfied with the way you have been treated by Youth Counselling and Support or by the City of Casey. You should raise your concerns directly with your Youth Worker or the Coordinator Youth Services on 9705 5200.

An individual may lodge a formal complaint with Council's Manager Corporate Support. A complaint may also be made to the Privacy Commissioner; however, the privacy commissioner may decline to entertain the complaint, if the complainant has not first complained to the Council.