



Jigsaw Queensland Inc.

Client Privacy and Consent Policy

***We take your privacy seriously and adhere to the
Australian Privacy Principles***

Collecting information about you

To provide an effective service to you, Jigsaw Queensland (Jigsaw) collects and records personal information from you that is relevant to your current situation. We only collect information that is necessary to provide an effective and responsible service to you.

Sometimes we also collect information or record details because the funding agency requires this information for their records of our service provision. Any records passed on to the funding body are de-identified and anonymous.

Keeping information about you private

Information is kept on a database and sometimes a paper file so that we can maintain an accurate record and provide you with the most effective service.

All information we collect from you is stored in physically and/or electronically locked places.

Using personal information

Jigsaw will only use personal information for the purpose for which it is gathered, and other lawful uses including service management and improvement.

As a client, you may access information about you kept on file, unless it would be inappropriate to do so. Examples of inappropriate access may be where:

- It would have an unreasonable impact upon the privacy of other individuals
- Access may result in a threat to life or harm to health

Jigsaw staff can discuss with you appropriate access and /or procedures.

Confidentiality and limits of confidentiality

Our staff are committed to providing you with a confidential service. All personal information gathered during the provision of the service will remain confidential except where there are legal obligations or safety concerns.

We will seek your permission before obtaining and/or exchanging information with a third party.



However there are some situations in which confidentiality is not maintained specifically

- (1) when your service information is subpoenaed by a court or
- (2) where failure to disclose the information would place you or another person at serious and imminent risk

Provision of information to funding bodies

Jigsaw receives funding from the Queensland Government through the Department of Communities, Child Safety and Disability Services. The Forced Adoption Support Services (FASS) is funded by the Commonwealth Government through the Department of Social Services (DSS). Jigsaw is required to provide non identified/anonymous information to these funding bodies in order to demonstrate the effectiveness of our services.

Concerns about privacy or complaints

If you have a concern about the management of your personal information, please contact the Team Leader (FASS) or President of Jigsaw on 07 33586666 or 1800 210 313 (Qld Only).

To view the Australian Privacy Principles you can go to

<https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles>

or contact our office to obtain a paper copy or other format as needed.

Ultimately, if you wish to lodge a formal complaint about the use of, or access to your personal information, you may do so with the Office of the Australian Information Commissioner by calling 1300 363 992, or send your complaint in writing to GPO Box 5218, Sydney, NSW 2001.



Date Approved : 2.12.16

By: Trevor Jordan, President