

SOMERVILLE COMMUNITY SERVICES INC

INFORMATION PRIVACY STATEMENT NATIONAL DEBT HELPLINE 1800 007 007

This privacy policy sets out how Somerville Community Services Inc (SCSI) uses and protects any information that you give when you use this service. We are committed to ensuring that your privacy is protected. Any information you give to SCSI will be handled with the greatest care, and will not be used in ways to which you have not consented.

- 1. Somerville is required to collect information from its clients for a number of purposes. These are:**
 - a. For the Provision of Care.**

We are required to keep information:

 - to inform the worker currently engaged in the case as to important details concerning your contact with us;
 - to inform any subsequent worker or supervisor who may be involved with you in the future; and
 - to comply with accepted competent professional practice.
 - b. To Improve Services.**

Information collected can provide evidence of the need for increased services.
 - c. For Statistical Reports.**

Statistical information is collated in a manner that is not identifiable to an individual person and is reported in aggregated form only, that is, in percentages or numbers only.
 - d. For Internal Management Reporting and Monitoring of Services.**

This information is not reported in any way that can identify individuals.
- 2. Your information will only be communicated for professional purposes to persons legitimately concerned with your case with your written authority.**
- 3. We are required to comply with any legal requirements to disclose information. Mandatory reporting requirements are listed below.**
- 4. You are entitled to obtain access your information held by us.**
- 5. Somerville records information, both manually and electronically.**

If you would like more information please contact our office.

Somerville Community Services Inc
147 Lee Point Rd, Wagaman
Phone: 08 8920 4100

MANDATORY REPORTING REQUIREMENTS

There are times when we are required to provide information without the consent of the client. These include:

- **Domestic and Family Violence**
The Domestic and Family Violence Amendment Act 2009 requires that all adults in the NT must report abuse that occurs in a domestic relationship and has caused “serious physical harm” or where there is a “serious or imminent threat to the life or safety” of a person.
- **Centrelink (The Department of Human Services)**
On receipt of a formal written request, naming the relevant law, information must be provided to Centrelink.
- **Court Order**
On receipt of a court order a copy of the client file may be provided to a solicitor with approval of the CEO.
- **Subpoena**
On receipt of a Subpoena the files and other information must be provided to the nominated individual or agency with approval of the CEO.
- **Mandatory Reporting – Children**
The Care and Protection of Children Act 2007 requires that any person who believes “on reasonable grounds that a child has been or is likely to suffer harm or exploitation or other wise has been or is likely to be the victim of a sexual offence, as soon as possible after forming that belief, report (verbally? or in writing) that belief and any knowledge or factual circumstances on which that knowledge is based” (section 26). Part 51A of the Act also provides an “information sharing framework” for authorised sharers to assist in promoting child safety and wellbeing.