

PRIVACY STATEMENT

Cornerstone Youth Services collects personal information from you so we can provide you with the best possible service. We need your permission to collect this information. Before we can provide you with any services you will be asked to read our privacy information, ask any questions and sign to show that you understand.

All the staff at Cornerstone Youth Services (CYS) have a responsibility to keep your information private and have signed a contract which protects your privacy as required by law.

You will be asked to give your worker some personal information about yourself. This may include things like your phone number and address, your interests, details about your family and the reasons why you want to access one of our programs.

This information may be used for the following purposes:

- For use by CYS staff to provide you with the best possible service
- For use by other staff at CYS such as the doctors, nurses or mental health workers, so you don't have to tell them everything all over again.
- For quality improvement activities such as audits and accreditation.
- For data collection and training. Your file would be de-identified meaning you are not able to be identified.
- For reporting to the funding body.

The information that we collect about you is stored electronically in a system called Best Practice. This is a secure system, is password protected and can only be accessed by CYS staff. Your file will be kept for a minimum of seven years and will be destroyed only when we are legally able to do so.

Any online or digital platform that we use will be private and secure. We will not make any audio or video recording of any online sessions unless you have given us separate written consent.

Sometimes we might need to get information from other services you have used like schools, doctors, Youth Justice or Centrelink, or they might contact us wanting information. We are not allowed to give out any information without your permission. Your worker will speak to you to check that it is okay and will ask you to sign a Consent to Obtain/Release Information Form.



There are a few times when we are able to share your information without your permission, they are:

- If you are being seriously hurt or abused by someone else
- You are thinking of seriously harming yourself or someone else
- You are involved in serious criminal activity
- We are otherwise required or authorised by law.

We will do our very best to discuss all matters concerning your privacy and confidentiality with you when releasing information.

You have the right to request access to, and correction of, your personal information. You will need to let us know in writing if you would like to access your information and we will contact you (or your support person) to discuss your request.