

|  |
| --- |
| National Redress Counselling and Psychological Care (CPC) Service Victoria |
| Collection Notice |
| OFFICIAL |

# Introduction

This notice refers to the use and management of personal and health information collected by the Department of Families, Fairness and Housing (the department) for the delivery of the National Redress Counselling and Psychological Care Service Victoria (**CPC Service**).

Personal, sensitive and health information held by the department is managed in accordance with the privacy principles contained in the Privacy and Data Protection Act 2014 (Vic), the Health Records Act 2001 (Vic) and as required by other laws.  The department is required by law to have a policy on its information handling practices.

## What information is collected by the department?

Counselling and Psychological Care is available to people who have accepted an offer of redress through the National Redress Service (NRS). The CPC Service is located within the department with personal, sensitive and health information collected with consent only as necessary to deliver or improve services offered.

The department collects the following information about NRS recipients from the Department of Social Service (Cth) (DSS) and the Department of Justice and Community Safety (Vic) (DJCS):

* name,
* contact information,
* gender,
* date of birth,
* place of residence and postcode,
* whether you identify as Aboriginal or Torres Strait Islander;
* unique Redress ID (found on letter of offer); and,
* the date the Redress offer was accepted by DSS.

This information is provided by DSS to DJCS, and then to the department to enable staff to verify the person seeking Counselling and Psychological Care (CPC) from the department is an eligible NRS recipient. A person seeking CPC services, or a family member of that person, will need to provide their name, address, date of birth, phone number and/ or email address directly to the department so that these details can be provided to the CPC service provider. The department will also collect health information about an eligible NRS recipient directly from that person for the purposes of facilitating access to CPC, including their:

* disability status;
* care leaver status;
* psychological wellbeing needs; and
* type of CPC services being sought.

Additionally, sensitive information will only be collected where directly relevant for selecting a CPC service provider (for example, to ensure that NRS recipients are able to be matched with appropriate providers).

The department also requests and maintains the identification, professional qualifications, billing and payment information of approved counselling and psychological care providers.

## What does the department do with the information provided?

The information collected is maintained on a secure and confidential database for record keeping purposes. Information is accessed on a need-to-know basis by authorised department employees.  The CPC service will not receive information from your counsellor / practitioner about your specific treatment unless you give them permission to do so, including when your counsellor / practitioner requests an extension for additional sessions for you.

If you seek assistance from the department to access counselling and psychological care then the information you provide, and who the service can provide it to, must be with your prior consent. Consent is currently procured verbally; however, the department is exploring avenues to procure written consent. Identifying information will not be disclosed to any other party outside of the department without your permission, unless otherwise required by law, e.g. to lessen or prevent a serious threat to a person’s life, health or safety.

We may however use your de-identified information as part of an aggregated data set for the purposes of reporting to the DSS and DJCS on CPC service uptake in Victoria to the NRS.

If you choose not to provide all or part of the personal information that we request, we may not be able to provide you with services that you would otherwise be eligible for. You can contact the CPC service by calling 1800 716 869 or via email [cpc@dffh.vic.gov.au](mailto:cpc@dffh.vic.gov.au) <cpc@dffh.vic.gov.au> if you have questions about this collection notice and any information held about you.

Please visit [Department of Families Fairness and Housing Victoria | Privacy Policy (dffh.vic.gov.au)](https://www.dffh.vic.gov.au/publications/privacy-policy) for a full outline of the department’s Privacy Policy.

## How does the department ensure that the information is accurate, up to date and securely stored?

The department will take reasonable steps to ensure that personal, sensitive and heath information held is accurate, complete and up-to-date. It has security measures in place to protect personal, sensitive and health information from misuse, loss, unauthorised access or disclosure. It stores information in accordance with the Public Records Act 1973 and [Public Record Office Victoria](https://prov.vic.gov.au/recordkeeping-government) guidelines which set out how information is to be retained and securely disposed of.

The department will be provided with some of the information you disclosed in your application to the NRS. It relies on you to provide accurate and current information to us in our dealings with you, and to notify us when circumstances or details change. If it comes to your attention that any personal, sensitive or health information held about you is wrong, out of date or incomplete, you can request that it be corrected and updated by contacting the CPC service on 1800 716 869 or via email [cpc@dffh.vic.gov.au](mailto:cpc@dffh.vic.gov.au) <cpc@dffh.vic.gov.au>.

## How do I access my information held by the department?

Where appropriate an individual may ask for access to their personal or health information, without having to make a formal request under the Freedom of Information Act 1982 (Vic) (FOI Act). Your request can be made by contacting the department’s Director, Redress and Lived Experience (Programs) by emailing [cpc@dffh.vic.gov.au](mailto:cpc@dffh.vic.gov.au) <cpc@dffh.vic.gov.au>.

In some situations, access outside the FOI Act will not be appropriate, and an individual will be required to make an application to access information held about them by the Service under the Freedom of Information Act 1982 by:

* requesting an application pack, email us at: [foi@dffh.vic.gov.au](mailto:foi@dffh.vic.gov.au) <foi@dffh.vic.gov.au> or call the Freedom of Information unit on 1300 151 883
* applying online at: <https://online.foi.vic.gov.au/> <https://online.foi.vic.gov.au>.
* sending an application to the Freedom of Information unit at the following address:  
  Freedom of Information unit  
  Department of Families, Fairness and Housing  
  GPO Box 1774  
  Melbourne Victoria 3001

## What if I want to make a complaint about my privacy?

When you applied to access the NRS, you consented to the collection by DSS, and subsequent disclosure to the department, of your information. It will seek your consent, as required, to provide you with CPC services.

The department undertakes to resolve privacy complaints in a timely, fair and reasonable manner.

Where possible, individuals are encouraged to make complaints directly to the NRS by contacting the department’s Redress and Lived Experience by email marked “to the attention of department’s Director” at [cpc@dffh.vic.gov.au](mailto:cpc@dffh.vic.gov.au) <cpc@dffh.vic.gov.au>.

An individual may make a complaint about a potential privacy incident (breach) by contacting the DFFH’s Information Sharing and Privacy team in Legal Services by emailing the Public Law and Privacy team at [privacy@dffh.vic.gov.au](mailto:privacy@dffh.vic.gov.au) <privacy@dffh.vic.gov.au>.

An individual may also make a privacy complaint to:

* the Health Complaints Commissioner in relation to a complaint relating to health information: 1300 582 113
* the Office of the Victorian Information Commissioner in relation to a complaint relating to personal or sensitive information:1300 666 444.

|  |
| --- |
| To receive this document in another format, phone 1800 716 869, using the National Relay Service 13 36 77 if required, or email [cpc@dffh.vic.gov.au](mailto:cpc@dffh.vic.gov.au) <cpc@dffh.vic.gov.au>  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Families, Fairness and Housing, October 2023.  Available at the [National Redress Counselling and Psychological Care Service Victoria](https://www.vic.gov.au/national-redress-counselling-psychological-care) <https://www.vic.gov.au/national-redress-counselling-psychological-care> |