

## Privacy Information (continued)

As a **GordonCare** client you can now:

- Know why your personal information is being collected, how it is managed, and how it will be used;
- Know which organisations will be given your personal information;
- Ensure organisations only use your information for purposes they have told you about;
- Ask for access to your records, and correct any inaccurate information about you.

In the course of providing our services, personal and sensitive information is collected, held and maintained by **GordonCare**.

Your privacy is important to us and we are committed to protecting the information we collect, monitoring its use and maintaining its integrity.

All information collected by **GordonCare** will only be used for the primary use intended. Where confidentiality is required, the information will be retained as such unless otherwise required by law.

Under various circumstances we are obligated to forward information to, or create reports for other service providers or government departments.

## Privacy Information (continued)

Disclosure of such information is always in accordance with our written policies, available upon request and limited to the intended purpose, as agreed with **GordonCare**.

By law, you are generally entitled to access your personal information that we keep on record. You can also request more information about our Privacy Policy and confidentiality and circumstances under which information is disclosed. In addition, you can find out how to access information held at **GordonCare** by contacting us directly.

PO Box 19  
Highett Victoria 3190  
Ph: 03 9555 1439  
Fax: 03 9532 1608  
Email: [office@gordoncare.org](mailto:office@gordoncare.org)

*GordonCare services are funded  
by the Federal and Victorian State governments*



[www.gordoncare.org](http://www.gordoncare.org)

ABN 38 154 603 664



**GordonCare**  
for children and families in need

# Client Information



[www.gordoncare.org](http://www.gordoncare.org)

# Service Charter Summary

**GordonCare** is committed to providing service excellence in caring for children in need. We provide services to children in out-of-home care and to children who are experiencing high levels of conflict post-separation.

## You have the right to expect that:

- You will be treated fairly and with respect
- You will receive competent and professional service
- You will receive information regarding appropriate alternative services to this agency
- You will be shown respect for your cultural background and language tradition
- Interpreter services will be made available where necessary

## You have the right to confidentiality, except:

- Where a child is at significant risk of neglect or emotional, physical or sexual abuse. Mandatory reporting legislation requires GordonCare to notify the Department of Human Services. Our policy is to discuss any such concerns with the family first, except when the safety of children would be compromised;

- Where you are considered at risk of harming yourself or others, professional ethics requires **GordonCare** staff to notify your general practitioner or other relevant person;
- Where your file is subpoenaed by the courts, **GordonCare** is obliged to comply with professional and legal requirements.

# Client Rights & Responsibilities

## You have the responsibility to:

- Make every effort to keep appointments;
- Ensure that GordonCare has all relevant information so that the most appropriate service can be provided;
- Respect the privacy of others attending the service.

## Client feedback/complaints:

- You are offered the opportunity to provide feedback on your experience as a client;
- You have the right to make a complaint about any service provided or refused by the agency;
- All complaints will be treated fairly and promptly;
- If you are not satisfied with the outcome, assistance can be provided for contacting the Ombudsman or a relevant professional body if necessary.

The Ombudsman Victoria  
Telephone: 03 9613 6222  
Toll free: 1800 806 314

# Privacy Information

**GordonCare** is committed to protecting the privacy of our clients, based on our ongoing commitment to quality service delivery.

**GordonCare** collects information when providing the following community services and activities:

- Providing immediate accommodation to children and young people under child protection statutory orders;
- Providing Children's Contact Services for families subject to Court Orders;
- Providing development and enhancement programs for all children under our care;
- Providing education and vocational assistance to improve life skills and aspirations;
- Responding to changing needs of our community;
- Providing service for families undergoing separation to assist in developing the best possible child-focused outcomes.

**GordonCare** is required to adhere to the following Federal and State Legislation:

- Information Privacy Act 2000 Victoria
- Health Records Act 2001 Victoria
- Privacy Amendment Private Sector Act 2000 National