

About CatholicCare

CatholicCare Sydney is the official welfare arm of the Catholic Church in the Archdiocese of Sydney committed to supporting individuals, families and communities most in need through quality services, research and advocacy.

Inspired by our vision and mission as an instrument of Christ's liberating presence in the world, CatholicCare upholds each person's inherent worth and dignity and provides for their social and emotional wellbeing to enable all persons to actively participate in life.

Our services are wide-ranging in financial counselling; treatment for drug, alcohol or gambling addictions, employment and training for those with disabilities and other disability support services; relationships counselling, parent education, marriage support, short term emergency shelter for young women of domestic violence, respite for carers of the elderly and disabled, as well as home care and dementia care; long term foster care, adoption services and refugee and migrant assistance.

We are one of Sydney's largest providers of community services and every year we help more than 50,000 people in need, irrespective of ability, race, gender, social and cultural background or personal circumstance.

Do you require more information?

Contact CatholicCare's Privacy Officer to:

- Obtain general information about privacy rights
- Obtain a copy of CatholicCare's Privacy, Confidentiality and Information Management Procedure
- Make a complaint regarding the way in which we have handled your information

For further information:

NSW Privacy Commissioner

www.privacy.gov.au

(02) 8019 1600



Contact

CatholicCare

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Sydney NSW 2000

p. 02 9390 5377

f. 02 9261 0510

e. info@catholiccare.org

www.catholiccare.org



Respecting your Privacy

How we protect your personal Information



Protecting Your Privacy

CatholicCare is committed to protecting your privacy and any information that you may provide in accordance with the Privacy Act 1988 and the requirements of National Privacy Principles.

CatholicCare staff respect the privacy of all clients and follow privacy requirements which set out standards for how we handle your personal information.

Privacy Notice

CatholicCare has security precautions in place to ensure all information gathered from you or about you is protected from loss, misuse, and unauthorised disclosure. Only authorised CatholicCare staff can access your information.

CatholicCare strictly uses only de-identified information about you for internal or research purposes unless you have given express consent otherwise.

You have the right to access personal information that is held about you. Access to information about any other person, including family members and spouse/partner will not be provided. If you require access to your personal information, please contact the Program Manager.



How we work with you

CatholicCare's professional staff use a range of best practice approaches, reflecting our commitment to meet your individual needs. Our strengths based and solution focused approaches focus on listening and identifying your needs and capabilities, understanding clearly your goals and aspirations for the future, and supporting you in addressing any barriers or blockages. Strengths based, solution focused approaches enhance the capacities of individuals, groups, families, neighbourhoods and communities to deal with their own challenges. We believe that empowerment results from being treated with respect and having strengths acknowledged.

What information is collected about me?

CatholicCare will only collect information from you or about you that is relevant, necessary and directly related to the provision of service.

It is important for you to be able to trust us and share relevant information necessary to provide you with the best possible care.

Our staff work with you on a range of issues affecting your life and we understand that information collected about yourself and/or your relationships can sometimes be sensitive and is important to you. We take our commitment to privacy legislation and your right to protection seriously.

Why does CatholicCare need this information?

- To provide you with a service and assess what services you require and to make decisions about what care we can provide
- For evaluation of ongoing services provided to you. CatholicCare is committed to providing high quality services, and as part of our commitment to this, we conduct periodic reviews of the services we provide.
- Assessing your application to become a volunteer or contractor or employee
- To understand trends for research and analysis

How is my information protected?

Your personal information is not disclosed to third parties without your express consent or unless required by law. If we are required to disclose any information in order to conform with any laws or legal process we will inform you (unless informing you is precluded by legislation or it is evaluated by staff that informing you places you or others at risk of harm) so that you can take any necessary action. Excepting these circumstances, we will not disclose your individual information nor sell, trade or rent that information for any purpose.