

Privacy Policy Information for Clients

Centre Against Sexual Assault Central Victoria respects all clients' rights to privacy and operates to comply with the Victorian Health Records Act 2001 and the Information Privacy Act 2014.

CASACV is required to collect and store clients' personal details and the details of services we provide to meet the requirements of the Department of Human Services funding agreement. It is important that the purposes for which personal details are collected is understood.

- Personal information such as your name, address, date of birth and contact telephone numbers are necessary to register as a client of the service.
- This information is entered into a secure data system which is protected with a double password system.
- Details about clients' experiences of sexual assault are also collected and recorded on the data system.
- Individual paper case files are established with a printed copy of the data stored (on file) along with case notes which are written by the counsellor/advocate as a record of attendance and a summary of the services provided.
- The printed case files are stored securely at all times.
- Client records can only be accessed by CASACV staff who have a duty to protect all clients' privacy.
- CASACV will not disclose any information without the client's informed consent unless there is a risk to safety or the information is required by law. This includes Mandatory Reporting requirements if the client is a child or young person.
- Clients are notified if their file is subpoenaed.
- Client files may be viewed by accreditation experts to ensure that the files kept for clients meet the standards required.
- CASACV is required to provide numerical data reports every three months to the Department of Human Services. This information is a summary of the services provided and does not identify any clients.
- CASACV may use summarised sexual assault record data for the purposes of public advocacy and education where the 'collective experience' of victim/survivors may be presented.
- If a client wishes to access his/her file, a request to inspect the file with proof of identity and written consent will allow this.
- CASACV is committed to ensure all client information is treated with the utmost confidentiality and respect.

'Your Information': Family Violence Information Sharing Scheme and Child Information Sharing Scheme

Information Sharing laws have recently changed. CASACV can share and receive information from other legislated organisations to support the assessment and management of your (or your child's) risk of family violence and support the wellbeing and safety of children and young people (under 18 years). Consent is required in most information sharing situations. Information can be shared about any person without consent if there is a serious threat to someone's life, health, safety or wellbeing or if information relates to assessing or managing the family violence risk, safety or wellbeing of a child (under 18 years).

Where possible and safe, we will ask you what you think about sharing your information, and you will be informed when your information is shared. When shared, your information will be kept confidentially and securely. Your information will never be given to the perpetrator of family violence. For more information please go to Family Safety Victoria <https://www.vic.gov.au/about-information-sharing-schemes-and-risk-management-framework>