

## How can personal information be accessed?

Clients of Uniting Communities can ask to:

- view their file
- request a change be made, or,
- report concerns about a privacy breach.

This can be done in person to a local staff member or by contacting the Senior Privacy Officer.

We will provide you with the appropriate support to do this and where necessary, investigate your request and undertake any follow up that is required. We will also advise you of your rights to make a complaint.

## Who is the contact person for privacy concerns or requests?

The Senior Privacy Officer:

- is responsible for ensuring compliance with the Privacy Policies and Procedures for every operation or function of Uniting Communities
- will help to resolve any Privacy concerns or enquiries you have
- can be contacted at [privacy@unitingcommunities.org](mailto:privacy@unitingcommunities.org)

171 Commercial Street East  
Mount Gambier, SA 5290  
Boandik Country

P 08 8725 0443

F 08 8211 8041

[headspace.org/mountgambier](https://headspace.org/mountgambier)

E [headspacemountgambier@unitingcommunities.org](mailto:headspacemountgambier@unitingcommunities.org)

### opening hours

Monday	9.30 am – 5.30pm
Tuesday	9.30 am – 7.00pm
Wednesday	11.30am – 5.30pm
Thursday	9.30am – 7.00pm
Friday	9.30am – 5.30pm

### how can i find out more?

[headspace.org.au](https://headspace.org.au) provides you info and resources to help you maintain your wellbeing. You can also find your closest headspace centre here – or get in touch with headspace to talk to someone.



Everyone is welcome at headspace



Uniting Communities Incorporated trading as Uniting Communities



headspace National Youth mental Health Foundation is funded by the Australian Government Department of Health



headspace  
Mount Gambier

## privacy & personal information headspace Mount Gambier



## what's in this brochure?

- what is personal information?
- why do we collect or use your personal information?
- what policies does headspace follow for collecting and using information?
- how can personal information be accessed?

headspace in Mount Gambier is run by **Uniting Communities**. Together we:

- aim to promote greater openness regarding the handling of your personal and sensitive information and will happily answer any questions you might have
- follow the Australian Privacy Principles (APPs) and the Commonwealth Privacy Act 1988.
- comply with the SA Government's Information Sharing Guidelines (ISG) for promoting safety and wellbeing.

See <https://www.dpc.sa.gov.au/responsibilities/information-sharing-guidelines> for further information.

Scan this code for information about the **Australian Privacy Principles**:



## What is personal information?

Personal information is information from which an individual can be identified or whose identity could be reasonably ascertained.

Examples of personal information include:

- age, name, date of birth
- religion
- gender
- banking details
- identifying photographs
- a description of characteristics or behaviours

## Why do we collect and use your personal information?

We collect and use the information you share with us in order to provide you with a quality service.

This might also sometimes involve working with other people or organisations.

We will always ask your permission to share your information unless it is unsafe or impossible to do so, and it is necessary to share information to keep you or others safe from serious harm, or if the law says we have to.

## What policies does headspace follow for collecting and using information?

Uniting Communities headspace ensures that the Privacy Act 1988 and APPs are understood and adhered to in daily organisational activities by providing all staff access to and training in how to apply our Privacy Policy, Procedures and Guidelines.

Our Privacy Policy is available on the internet **[www.unitingcommunities.org/privacy](http://www.unitingcommunities.org/privacy)**

If you have any questions about our Privacy Policy, Procedures or Guidelines, contact the Senior Privacy Officer.