

Your Right to Access Information We Have On You

Further information about your rights and information on how to access your file can be obtained from contacting -

Office of the Information Commissioner's enquiries service:

(07) 3234 7373

Rights to Information website:

<http://www.rti.qld.gov.au/right-to-information-act>

NQDVRS has a complaints process that you can access. Ask for a Service Feedback Form and follow the process, or if your complaint remains unresolved you may consider contacting :

Queensland Ombudsman:

Freecall 1800 068 908

Queensland Ombudsman website

www.ombudsman.qld.gov.au

Department of Communities, Child Safety and Disability Services

1800 080 464 (free call)

Email

feedback@communities.qld.gov.au

Online form:

www.communities.qld.gov.au

By mail to:

Complaints Unit,
Department of Communities, Child Safety
and Disability Services,
GPO Box 806, Brisbane Qld 4001.

Information collected may be provided to the Department of Communities for the purpose of ensuring that service users are provided with a quality service.

NQDVRS

- ◆ Information and referral
- ◆ AARDVARC program for children
- ◆ Resources
- ◆ Court Support
- ◆ Choosing Safety Upgrades program
- ◆ Men's Behaviour Change Program
- ◆ SAFE Dads Program
- ◆ Community education & Training

TOWNSVILLE OFFICE

PO Box 6061, Townsville QLD 4810

Phone: 07 4721 2888 Fax: 07 4721 1794

nqdvrs@nqdvrs.org.au

1st Floor, Metway Arcade, 390 Flinders Street, Townsville

MOUNT ISA OFFICE

Po Box 502, Mt Isa QLD 4825

Phone: 07 4743 0946 Fax: 07 4743 7999

minqdvrs@nqdvrs.org.au

The Old Court House Building, Isa Street

<http://www.nqdvrs.org.au>



Confidentiality Privacy & Your Rights



NQDVRS

Funded by



Your rights as a client of NQDVRS

All clients of the North Queensland Domestic Violence Resource Service ("NQDVRS") have a right to confidentiality and privacy. This means that wherever possible you will be offered a private environment in which to speak to us and as a general rule all of your personal information will be treated confidentially, with the exception of when the safety or wellbeing of others is threatened or the law demands otherwise.

NQDVRS has Confidentiality and Rights & Responsibility Policies displayed throughout the agency and brochures are available so that you can be fully informed about the limits of confidentiality in any given situation, the purpose for which information is obtained and how it may be used.

Collection of Non-Identifying Data

As a general rule the NQDVRS will only collect non-identifying information about you.

There is nothing in this data that can identify you as an individual client



Exceptions To The General Rule

However, we do run a few programs which require ongoing client contact and in those circumstances it is necessary for us to collect and keep identifying and personal information on you and any associated persons.

Examples of these programs are: Choosing Safety Program, Aardvarc Program, MenTER Program and the Domestic and Homelessness Program.

How Long Do We Keep Your File

During the duration of your participation in a program, we will keep a file containing your personal information. Each program coordinator has a lockable filing cabinet and she or he will ensure that your file is kept securely and only accessed by workers of the same program.

Upon completing your participation in the program, we keep data for statistical purposes only and will either give you your file to take away with you or ensure it is shredded in a confidential manner.

During your participation in the program we will sometimes keep some personal information in our computer system. The files are password protected and only accessed by the individual program workers.

We will only retain personal information after you have given us written consent to do so.