
Privacy and Confidentiality Policy

The Good Shepherd Child Contact Services

At The Good Shepherd Child Contact Services, we are committed to protecting the privacy, dignity, and confidentiality of every individual who engages with our service.

We manage personal information in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Our commitment is to ensure all data is collected, used, and stored responsibly, with the highest standards of care and professionalism.

1. Purpose of This Policy

This policy explains how we collect, use, disclose, and protect personal information obtained in the course of providing supervised child contact and changeover services.

It applies to all clients, staff, and professional stakeholders.

2. Information We Collect

We collect only the information necessary to deliver our services safely and effectively. This may include:

- Names, contact details, and relationship information of parents and children
- Court orders or referral documentation
- Risk assessments and safety plans
- Session notes or observation summaries
- Professional correspondence (lawyers, mediators, or counsellors)
- Payment information (if applicable)

3. How Information Is Used

Information is used only for:

- Coordinating and conducting supervised visits and changeovers
- Managing safety and risk
- Complying with court orders or service agreements
- Providing factual reports to referring professionals or courts (when required)

- Fulfilling legal obligations under child protection and privacy laws

We will not use or share your personal information for any other purpose without consent, unless required by law.

4. Storage and Security

All records are:

- Stored securely in password-protected systems or locked physical storage
 - Accessible only to authorised staff
 - Retained for the legally required period (minimum 7 years, or until the child reaches 25 years of age)
 - Permanently destroyed once no longer needed
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5. Disclosure of Information

We may disclose information:

- When required by a court order or legal process
- To child protection authorities or police if a child is at risk
- To referring professionals (with written consent)

We will never sell, rent, or use personal data for marketing or commercial gain.

6. Confidentiality

All staff and contractors are bound by strict confidentiality agreements.

Confidentiality may only be broken where there is:

1. A risk of harm to a child or adult, or
 2. A legal requirement to report or disclose information.
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7. Access and Correction


Clients may request access to their records or ask for corrections to inaccurate information by contacting us in writing.

Requests are reviewed within 30 days and processed unless restricted by law.

8. Complaints About Privacy

If you believe your privacy has been breached, please contact us at:

 [Insert contact email]

 [Insert phone number]

If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au>.

9. Review

This policy is reviewed annually to ensure compliance with legislation and best-practice standards for Children's Contact Services.

Last Updated 18/07/2025