

Privacy Policy and Procedure

1. Purpose

- In performing its functions, Wellsprings for Women may collect, hold, use or disclose personal information. Wellsprings for Women takes privacy seriously and will only collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Commonwealth) (the Privacy Act). This Privacy Policy and Procedure sets out how Wellsprings for Women complies with its obligations under the Privacy Act and the Victorian Health Records Act 2001.
- As a community works organisation under the governance of the Kildare Ministries, Wellsprings for Women takes responsibility to ensure all stakeholders' privacy rights are protected and upheld. This Policy and Procedure aligns to the Kildare Ministries' vision, mission and values, specifically the values of respect for the individual and for confidentiality which underpin its approach to privacy.
- This Privacy Policy and Procedure also provides information about how anyone may access and seek correction of their personal information and/or make complaints if there is a concern that Wellsprings for Women has breached any privacy laws, including how we deal with such complaints.

2. Scope

- This Policy and Procedure applies to all personal information collected by Wellsprings for Women, including but not limited to from its employees, contractors, volunteers, clients, members, donors and Board members.

3. Policy and Procedure

- The Privacy Act sets out 13 Australian Privacy Principles (APPs) which regulate the collection, use, disclosure and storage of personal information and how individuals can access and correct personal information held about them. Wellsprings for Women is legally bound by these APPs.
- Wellsprings for Women will only collect information that is required to fulfil its ethical and legal responsibilities and provide appropriate and timely services.
- Wellsprings for Women will keep information that it collects about its employees, contractors, volunteers, clients, members, donors and board members safe and secure, and the individual's privacy will be protected.
- Wellsprings for Women only collects the personal information that is reasonably necessary for, or directly related to, the programs and services that it delivers.
- Wellsprings for Women employees, contractors and volunteers are obliged to keep all personal, health and sensitive information private and confidential. All Wellsprings for Women employees, contractors and volunteers are given a copy of this Privacy Policy and Procedure and must acknowledge that they will act in accordance with this Policy and Procedure (refer declaration below).

Collection of Personal Information

- When Wellsprings for Women collects personal information, required under the Privacy Act, the relevant staff member will advise of this activity's occurrence, including about the purposes for which the information is collected, how the information will be stored, whether the collection is required or authorised by law and any person or body to whom the information will be disclosed.
- The personal information collected and held by Wellsprings for Women for clients of our programs and services may include:

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- Information about an individual’s identity (e.g. name, date of birth, country of birth)
 - The individual’s contact details (eg. address, telephone number, email address)
 - Information about an individual’s background (e.g. educational qualifications, the languages you speak and your English proficiency, employment history)
 - Information about an individual’s ethnic origin
 - An individual’s health and medical information, and/or
 - Information about personal circumstances (e.g. marital status, age, gender, accommodation and relevant information about the individual’s partner or children).
- Wellsprings for Women generally uses forms and other electronic or paper correspondence to collect this information. Personal information will be obtained by staff of Wellsprings for Women during direct client interaction or through documentation.
 - Personal information about Wellsprings for Women staff including volunteers is collected when an individual submits an application in response to an advertised position and when requested to provide updated information about qualifications and professional development. This information is stored in staff and volunteer personnel files.
 - Wellsprings for Women holds personal information in a range of paper-based and electronic records.
 - Wellsprings for Women ensures that only those staff that need to access personal information have access to that information, through secure drives and locked office spaces. Only limited information is provided to staff, including volunteers, on a need to know basis.

Use of Personal Information

- The personal information provided will be used only for the purpose for which it was collected (primary purpose) unless the organisation has specifically disclosed other uses (secondary purpose — eg for accreditation and/or auditing) and obtained written consent through its various service intake forms (eg Women’s Services’ Client Consent Form and Education and Learning Enrolment Form).

Consent

- In signing the service specific declaration which are provided through the various service intakes, the individual is providing their consent for the use of their personal information in accordance with the principles outlined in this Policy and Procedure.
- Should Wellsprings for Women wish to use a service user or another individual’s or their child/children’s image/s or comment/s as part of its promotional or other lawful activities, the relevant staff member will ensure that the individual has signed a Client, Child and Stakeholder Media Consent Form prior to using their image and/or comments.
- Where Wellsprings for Women wishes to use the Intellectual Property (IP) of others, eg. self-artistic and/or expressive communication such as art work; poetry; stories, etc, the responsible staff member will obtain written permission from the author through the Client and Stakeholder Intellectual Property (IP) Consent Form.
- Similarly, staff, including volunteers and Board members, are required to sign the bottom of this Policy and Procedure to affirm their approval of the use of their image and comments, which is typically signed as part of their induction.

Disclosure of Personal and Sensitive Information

- Wellsprings for Women will not disclose or pass on any personal or sensitive information to a third party without prior consent from the individual, except where that disclosure is authorised

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or required by law, is reasonably necessary to enforce the law, or necessary to investigate a suspected unlawful activity.

- Wellsprings for Women will not use or disclose an individual’s personal information for the purpose of organisational promotion unless consent to that use or disclosure has been obtained – this is achieved through:
 - Staff, volunteers and Board members through signing the declaration at the bottom of this Policy and Procedure
 - Clients, members, donors and any other individual not covered in the point above through signing the various Consent forms which form part of the various service intake procedures.

Email and Mail Lists

- Wellsprings for Women collects email and mail address details for its events and newsletter mailing lists. This information is only used for sending updates and invitations to Wellsprings for Women events and activities.
- Any individual may opt out of receiving any information about events and activities at any time through unsubscribing and/or notifying any Wellsprings for Women staff member, who will advise the Office Manager. It is the responsibility of the Office Manager to ensure that these lists are current.
- Wellsprings for Women does not provide email or mailing lists to any third parties.

Breach of Privacy

- Wellsprings for Women takes seriously and deals promptly with any accidental or unauthorised disclosure of personal information, under the direction of the CEO.
- If an employee or volunteer has breached this Privacy Policy and Procedure:
 - Wellsprings for Women will refer to its organisation’s Code of Ethics and, in the case of an employee, also the employee’s contract, and
 - disciplinary action will be taken.

Accessing and Updating Personal Information

- Wellsprings for Women aims to ensure that all personal information that it holds is accurate. All individuals have the right under the Privacy Act to access personal information which is held by Wellsprings for Women. This may be executed through contacting the CEO, who is also the organisation’s Privacy Officer and request access, preferably in writing, to their personal information. It should be noted that the CEO will act promptly to the request however there may be a delay in sourcing the information from the archived files: the individual will be advised of the period of time, with a suitable time negotiated for the information documents to be accessed. At no times may documentation holding personal information be removed from the premises, however a copy will be made on request.
- All individuals also have the right under the Privacy Act to request corrections to any personal information that Wellsprings for Women holds about them if they determine that the information is inaccurate, out-of-date, incomplete, irrelevant or misleading. This is executed by initially contacting the Office Manager, who will support the individual to prepare a written correction request and which is initialled and dated by both parties. This correction request is placed on the client/staff member file as evidence of the request and the Office Manager will also initial and date when the correction occurred.
- However, the Privacy Act sets out circumstances in which Wellsprings for Women can decline access to or correction of personal information. Wellsprings for Women will advise the individual before deciding to decline.

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Website

- Wellsprings for Women has a public website, www.wellspringsforwomen.com. Wellsprings for Women does not collect any personal information from its website.
- If an individual visits Wellsprings for Women’s website to read or download information, a range of technical information is recorded which does not reveal the individual’s identity. This information is only used for statistical and development purposes.

12. Security of Personal Information

- Wellsprings for Women takes all reasonable steps to protect personal information from misuse, loss and unauthorised access or disclosure to third parties.

How to Make a Complaint

- We take your privacy concerns seriously. If you have a complaint regarding our handling of your information, or for further information about the way Wellsprings for Women manages the personal information it holds, please contact our Privacy Officer at the details below. Wellsprings for Women’s Privacy Officer will confirm receipt of your complaint. If our Privacy Officer believes an investigation is necessary, we will open an investigation. Our Privacy Officer may need to contact you to request further details of your complaint. If an investigation has been opened following a complaint made by you, our Privacy Officer will contact concerned parties of decisions made in relation to the complaint as soon as is practicable.
- The complaint must be prepared in writing in line with the organisation’s Compliments, Complaints and Feedback Policy and Procedure, and addressed to Wellsprings for Women’s CEO. If assistance is required to prepare a complaint, the individual is encouraged to also contact the organisation’s CEO in the first instance.
- In the unlikely event that we are unable to resolve your complaint to your satisfaction, a complaint can be lodged with the Office of the Australian Information Commissioner at www.oaic.gov.au.
- If your concern is about health information, you may also wish to contact the Health Complaints Commissioner at hcc.vic.gov.au

Disclosure of personal information overseas

- Wellsprings for Women does not disclose personal information to overseas recipients.

Anonymity

- Where possible, you will be allowed to interact with Wellsprings for Women either anonymously or using a pseudonym.

Availability of this Privacy Policy and Procedure

- This Privacy Policy and Procedure is made available free of charge.

Wellsprings for Women’s Privacy Officer

Wellsprings for Women’s Chief Executive Officer acts as the Privacy Officer. The role:

- Monitors procedures in line with the Privacy Act
- Processes any privacy complaints
- Processes requests for access to information, and
- Inducts employees and volunteers on this Privacy Policy and Procedure and ensures their understanding and confirmation of adherence through signing of the declaration below.

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The Wellsprings for Women’s Privacy Officer may be contacted as follows:

Wellsprings for Women’s Privacy Officer

If you have any questions or comments about this Privacy Policy and Procedure or our privacy related practices, or if you would like to request access to or correction of any information we hold about you, please contact our Privacy Officer:

Dalal Smiley, CEO
 Postal Address: 79 Langhorne Street, Dandenong VIC 3175
 Email: dalal@wellspringsforwomen.com
 Telephone: (03) 9701 3740

Alternatively, if you believe that there has been a serious breach of privacy, you may also contact:

Kildare Ministries’ Privacy Officer:
 Erica Pegorer, Executive Director
 Postal Address: 54 Beaconsfield Parade, Albert Park VIC 3206
 Email: erica.pegorer@kildareministries.org.au
 Telephone: (03) 9682 2973

4. Related Standards/ Legislation

- Privacy Act 1988 (Commonwealth) (the Privacy Act)
- Social Services Regulation Act 2021 (VIC)
- Social Services Regulations 2023 (VIC) and accompanying Social Services
- Refugee and Humanitarian Entrant Settlement and Integration Outcomes Framework

5. Definitions

- CEO – Chief Executive Officer
- Primary purpose - Wellsprings for Women collects certain personal information in order to:
 - Assess what services, courses or programs a client may require and whether it may provide the services
 - Verify an individual’s identity and eligibility
 - Evaluate ongoing services provided to clients
 - Assess applications for individuals wishing to become a volunteer, contractor or employee
 - Perform approved research and analysis
 - Complete funding applications and statistical reporting to comply with Service Agreements
 - Process donations
 - Undertake audits (internal and external)
 - Comply with Wellsprings for Women Human Resources Policies and Procedures
 - Comply with any legal or contractual obligations
 - Improve our services.
- Secondary purpose - Wellsprings for Women will only use personal information for secondary purposes in accordance with the Privacy Act.

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- Personal information - information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not.
- Health Information - information or an opinion about:
 - the health or a disability (at any time) of an individual;
 - an individual's expressed wishes about the future provision of health services to them;
 - a health service provided, or to be provided, to an individual;
 - personal information collected to provide, or in providing, a health service;
 - an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances; or
 - genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.
- Sensitive Information - information or an opinion about an individual's national or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of professional/trade associations, membership of a trade union, sexual orientation/practices, criminal record, health information or genetic information.
- Staff – all employees, Board members and volunteers of Wellsprings for Women.
- Volunteer includes Board member/s.

6. Responsibilities

- The Board is responsible for approval and oversight of this Policy and Procedure.
- The CEO is responsible for implementation and day-today oversight of this Policy and Procedure.
- All other specified persons (refer 2. Scope) are responsible for ensuring that they comply with the requirements found in this Policy and Procedure and for immediately advising the CEO should they believe breaches of this Policy and Procedure are in occurrence. This is declared through signing this Policy and Procedure as organised by the CEO or delegate and through participating in any refresher training as organised by the organisation.

7. Related Documents

- Client Consent Form
- Client, Children and Stakeholder Media Consent Form
- Client & Stakeholder IP Consent Form
- Client Information Sharing Consent Form (Communities for Children)
- Compliments, Complaints and Feedback Policy and Procedure

8. Policy Review and Authorisation

- This policy will be reviewed at least annually in consultation with Managers, the CEO and the Board.

	<u>PRIVACY DECLARATION BY EMPLOYEE/CONTRACTOR/VOLUNTEER</u>		
	1. I have read, fully understood and will abide by this Privacy Policy and Procedure.		
	2. I will respect the rights of all staff and participants to privacy and dignity.		
	3. I will not intrude on staff or participants by asking personal questions that are inappropriate to the setting or the situation.		
4. I will not intrude on others by giving them personal information or details which are inappropriate to the setting or situation.			

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	<p>5. I will not discuss any details about staff or participants at Wellsprings for Women with any other person either within or outside of the organisation (unless specifically in the context of supervision discussions with team members, at management meetings or with the consent of the participant). This particularly includes any references to the names of participants who attend Wellsprings for Women to anyone outside of the organisation.</p> <p>6. I understand that if a private matter involving staff or participants needs to be discussed with another staff member, such discussions will occur in a private place, such that no other person will become aware of the discussion (Corridors or general gathering areas are not suitable places for private discussions).</p> <p>7. I understand that breaches of confidentiality are viewed seriously and such breaches will be addressed by management.</p> <p><u>PHOTO PERMISSION (tick if YES)</u></p> <p><input type="checkbox"/> I give consent to Wellsprings for Women to use my name, voice, image, statements and/or footage of me for advertising and promotional activities by the organisation and any other lawful purposes. I understand and agree that Wellsprings for Women will hold the Intellectual Property and that I will not seek reimbursement or royalties at any stage.</p> <p><input type="checkbox"/> I give my permission to Wellsprings for Women to take my child/children's photograph or video which may be used in Wellsprings for Women publications, including but not limited to Facebook or the Wellsprings for Women website.</p> <p><u>OR IF NO:</u></p> <p><input type="checkbox"/> I do not give my permission to Wellsprings for Women to take my nor child/children's photograph and use it for publication as part of their promotional material. This includes Annual Reports, Course Guides, websites and displays. If you ticked the 'No' box It is your responsibility to inform others that you do not want yourself filmed or photographed and please do not participate in group photographs or have your head down so your face is not shown in the photograph.</p>
Name:	
Signature:	
Date:	
	<p><u>PRIVACY DECLARATION BY PARTICIPANT/CLIENT</u></p> <p>1. Wellsprings for Women's commitment to the privacy of its staff and participants has been explained to me.</p> <p>2. I will respect the rights of all staff and participants to privacy and dignity.</p> <p>3. I understand I should not give personal information about staff and other participants to other people.</p> <p>4. I understand that breaches of confidentiality are viewed seriously and such breaches will be addressed by management.</p> <p>5. I know I can get more information about the Privacy Policy and Procedure, including a copy, from my teacher or another staff member at Wellsprings.</p>
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Signature:	
Date:	

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