



## Privacy and Confidentiality Statement



We recognise the importance of protecting your personal information and are committed to respecting and maintaining your rights to privacy and confidentiality.

All personal information collected by Youturn Limited is handled in accordance with Australian data protection laws.

### Who is Youturn?

Youturn is a not-for-profit organisation which began more than 30 years ago to address and support youth homelessness.

Our organisation has grown and evolved into a vibrant state-wide entity dedicated to making a difference through the provision of Child Safety, Mental Health and Homelessness services.

Most young people reach out to us in times of intense crisis or emotional distress and we provide a range of health and social services in a non-judgemental and safe environment.

Our Youturn team provides individualised support to ensure people are connected to the right service at the right time, delivering on our Mission to:

*"Support young people in their times of need, to live a healthy and meaningful life."*

### What does Youturn do?

We work with young people and those that support them, including their families and carers, to help them achieve stability and security in their lives, along with a sense of wellbeing and happiness.

Youturn supports young people to:

- Find a safe place to live,
- Access emergency relief including food, vouchers and clothing,
- Tackle the challenges of parenting,
- Manage their mental health issues, and
- Develop skills to live independently.

### Why does Youturn need to collect my information?

Youturn will only collect and store your personal information if it is necessary for us to deliver our services effectively. We only collect enough information to help determine the best way to support you in our services.

On occasion we may need to request formal identification to support official applications on your behalf. Once the information has been used, we will return all copies to you unless they are required to be retained for legal reasons.

From time to time Youturn uses information from our services to support our applications for program funding or to improve existing programs. When we use information for this purpose, we ensure that it contains no individual data and is totally anonymous, without any means of identifying individuals.

### Where is my information stored?

Your information may be stored in both paper and electronic format.

Any paperwork is held securely in locked filing cabinets away from public areas with access to authorised Youturn team members only.

Electronic records are in databases with security safeguards that control access with passwords and personal logins only accessible by Youturn team members. All electronic information is stored in secure Australian storage sites, predominantly utilising cloud technology.



## Do I have to share my information with Youturn?

Our team will provide you with details regarding the type of information we are collecting and seek your consent to do so.

Your consent is voluntary, and you may specify the exact information you wish to disclose and note any limitations. You can also advise a team member at any time that you don't wish to share information and our Youturn team will be able to support your decision.

You may also be provided with the option to not identify yourself or of using a pseudonym when dealing with us. It is important to note that, we are not always able to provide this option as in some circumstances it is impracticable to do so or when Youturn is legally required to deal with identified individuals only.

## Will Youturn share my information with others?

Through our reporting, Youturn may be required by government and non-government funders to provide information about how we provide services to individuals and what we do in our service. Where possible we provide this information in a way that does not individually identify you.

Except in special circumstance, your personal information will only be shared with other organisations with your permission and a completed and signed written consent form.

## What is meant by special circumstances?

In some special circumstances we are required by law to provide information to other organisation such as Police, Ambulance, School Principal or employer if we are advised that:

- You are going to hurt yourself, or
- You are going to hurt someone else, or
- Someone else has hurt you, or
- Your files are subpoenaed for court.

## If my information is shared without my permission who do I talk to?

You can contact your Youturn team member and discuss your concerns in relation to a breach of privacy or you can contact the Privacy Officer directly: [privacy@youturn.org.au](mailto:privacy@youturn.org.au)

Youturn aims to respond and resolve enquiries or complaints in a timely and appropriate manner.

## Can I access the information that Youturn collects about me?

Requests to access, modify or remove personal information can be made by contacting Youturn at [privacy@youturn.com.au](mailto:privacy@youturn.com.au). You can also speak to a Youturn team member at any time for support and additional information on this process.

In some circumstances access to personal information may be denied or changes personal information may be refused to the extent this is permitted under the Australian Privacy Principles. Sometimes we are not able to provide you with information if it may breach the privacy of others or if the information is retained by another support agency. We will advise you of how to access the information from the other agency.

## Where can I find further information?

Youturn has a Privacy and Confidentiality Policy available on our website which outlines in detail why and how personal information is collected and used and what processes are in place if any questions or complaints arise.

You can find a copy of the policy on our [website](#).

## Tell us how we are doing.

If something happens that you like or do not like about our service, please let us know. We want to ensure your issues are heard.

You can tell us in a way that suits you:

- Talk to a Youturn team member
- Contact us by email: [feedback@youturn.org.au](mailto:feedback@youturn.org.au)
- Phone (07) 5442 4277 from 8:30am to 4:30pm Monday to Friday
- Write to us at: PO Box 365, Tewantin, Qld 4565



**YOUTURN**  
youth support

[YOUTURN.ORG.AU](http://YOUTURN.ORG.AU)   

Policy number OPOL-QSR-004B  
Accountable Chief Executive Officer

Date created 5 August 2020  
Next review date 5 August 2023