

# 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 community-based not-for-profit charity providing social, community, and health services across Australia. With more than 35 years of experience, we are trusted to support individuals and communities through life's toughest challenges, empowering people of all ages to live safe, connected, and meaningful lives.

Most people reach out to us in times of intense crisis, life transition or emotional distress, seeking understanding and connection. Driven by compassion and equity, our multidisciplinary team of professionals deliver person-centered services and support across homelessness and accommodation, community and family support, mental health and wellbeing, and support after suicide loss.

## What does Youturn do?

Youturn delivers holistic, person-centred support that strengthens families, promotes housing and economic stability, enhances mental wellbeing, and provides compassionate care for those impacted by suicide.

Our programs span family support, homelessness and accommodation services, mental health care, and suicide postvention, all designed to empower individuals, families and communities.

## Why does Youturn need to collect my information?

Youturn will only collect and store your personal information if it is necessary for us and our StandBy partner organisations to deliver our services effectively. We only collect enough information to help determine the best way to support you in our services and to ensure we are delivering high quality services. If we need to identify you to provide you with our services, we will ask for your name, contact details, and information on your circumstances. We only collect personal information directly from you, unless you give someone else permission to contact us on your behalf.

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 through research and evaluation activities. We only use de-identified information for these purposes by ensuring that all identifying personal details are removed.

## 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 if 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?

Our StandBy team works with local partner organisations so we can provide our services nationwide. Any information shared with our partners is done so under an agreement and is only for the purpose of providing our services to you. We will let you know when one of our partners is providing a service on our behalf.

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.

We occasionally work with research bodies and share data about our services to contribute to the emerging knowledge and evidence underpinning our services to ensure our services are effective and reflect best practice. We only share this data where it is lawful to do so and where all identifying personal details are removed. We also make sure that any data we share is strongly protected.

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 organisations such as Police, Ambulance, School Principal, Child Safety 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 and we have a Duty of Care to report this, or
- Your files are subpoenaed for court or we are otherwise legally required to provide them.

## 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 Head Office on 07) 5442 4277.

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 Head Office at 07) 5442 4277. 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, via the Privacy link at the bottom of each page.

## 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

