

# How to Use this Information Sheet



When you see the word “**we**” it means True Relationships & Reproductive Health.



You can get help to read this information.

You can ask a worker or someone you trust.

Not bold

We have written some words in **bold blue** writing.

**Bold blue**

We will explain what these words mean.

# Confidentiality and Privacy



You have a **right to confidentiality** when you get help from us.



A **right** is a rule that makes sure you get what is fair.



**Confidentiality** means things you talk about with us are **not** shared with anyone outside this service.

## What is personal information?

**Personal information** is –



- Your name



- Your address



- Your phone number



- Your birthday



- Things you tell your worker about  
your life

We make sure your **personal information** is kept **private**.

**Private** means –



- **you** decide what **personal information** you share with others



- **you** decide who you share **personal information** with



There are laws in Australia that mean we must keep your personal information **private**.

## Where do we keep your personal information?

We will keep your **personal information** safe –



- on a computer



- in a filing cabinet

## When will we share your personal information?

There are 3 reasons we might share your **personal information** –



### 1. When you say it's okay to

We will share your **personal information** with other workers or support people if you say it's okay.



### 2. When we are worried that you or someone else will be hurt

We may need to tell someone else if we are worried –



- you might hurt yourself



- you might hurt someone else



- someone else might hurt you



- someone is hurting a child



If this happens, we will try to speak to you first.

We will make a plan together about what should happen next.



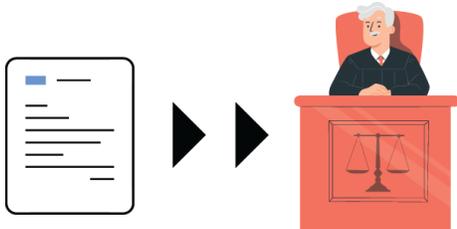
We may need to call the ambulance or police.

Sometimes we might need to talk to them before we speak with you.

### 3. When the courts tell us we have to



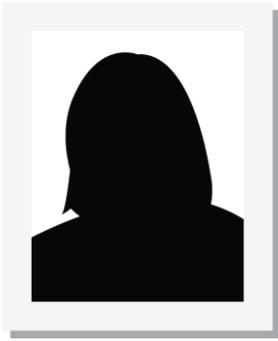
If your case goes to court, the court might ask us to share your **personal information**.



We might have to share the information with the court.

We will let you know if this happens and make a plan with you.

## When will we share your de-identified information?



**De-identified information** means people reading this information will not know it is about you.



We share **de-identified information** with the government and other people –

- When we train workers
- To show the Government we are running a good service



**We care about your privacy and confidentiality.**