



# Privacy Policy

Personal information:  
Information that identifies a person or a person can reasonably be identified.



[www.coastshelter.org.au](http://www.coastshelter.org.au)

## Why we collect your Personal Information:

Your personal information is only collected as is reasonably necessary for Coast Shelter to provide services and supports. If we are not provided with the personal information that we request, we may not be able to meet your request or provide services to you.



## What kinds of personal information we collect:

Coast Shelter only collects personal information necessary for providing supports and services. The kinds of information we collect and hold about you include:

- Name, address, and contact details
- Applicable health and service related information, case notes, and clinical assessments
- Information regarding participation in a program or service
- Feedback provided about the quality and suitability of a program or service, and other personal information that assists the provision of services
- Financial information required to provide supports and advocacy
- Information regarding skills, qualifications, and employment history
- Information that relates to current, pending, or anticipated legal proceedings
- Other personal information that will assist in the delivery of services.

The collection, use, and handling of all personal information will always comply with applicable privacy legislation and will take into account pertinent ethical considerations to the extent possible under the circumstances.

## How does Coast Shelter manage your personal information?

Coast Shelter holds personal information in paper-based and

electronic records and systems. Information held in paper-based form is securely stored. Coast Shelter uses physical security and other measures to protect personal information from misuse, interference and loss; and from unauthorised access, modification and disclosure.

Information held in electronic form is stored in a variety of secured locations.

## **Disclosing your personal information**

Coast Shelter will not provide your personal information to any other individuals or organisations without your prior consent. The exception is when the use or disclosure of the information is required under Australian law.

- To emergency services if we think there is a risk of harm to you or another person;
- To a Government child protection agency if we believe that a child is at immediate risk of harm;

Client information can also be used to determine service needs or for statistics purposes. In this case any personal identifier is removed.

## **Notifiable Data Breaches**

If Coast Shelter determines that personal information has been accessed without permission, acquired, used or disclosed in a manner which compromises the security of the personal information, Coast Shelter will assess the risk to affected parties.

If Coast Shelter determine that a breach causes serious harm to an individual, Coast Shelter will notify all affected parties (including the individuals to whom the data pertains and the Australian Information Commissioner). The notification will provide recommendations about the steps individuals should take in response to the breach

## **Complaints**

If you are not satisfied with our handling of your personal information or you believe we have breached our privacy obligations, you can call 4325 3540 or email [admin@coastshelter.org.au](mailto:admin@coastshelter.org.au).

If you are not satisfied with our handling of or response to your complaint you may also make a complaint to the Office of the Australian Information Commissioner by telephone 1300 363 992. Full contact details of the Australian Information Commissioner can be found online.

## About Coast Shelter

Coast Shelter is a not for profit organisation providing accommodation and support services to homeless persons and victims of domestic and family violence on the Central Coast. Coast Shelter's programs include nine crisis refuges and a Community Centre which provides free meals and practical assistance to help people avoid homelessness.

Coast Shelter's ten accommodation programs are funded by the NSW Department of Family and Community Services. The Coast Community Centre is funded by our Central Coast community supporters.



Coast Shelter acknowledges the Darkinjung people, the custodians of the land on which we work, live and gather, and we recognise their continuing connection to land, water and community. We pay respect to Elders past and present and the emerging young leaders of tomorrow.

Coast Shelter is proudly committed to diversity and social inclusion, incorporating Aboriginal and Torres Strait Islander peoples, those who identify as LGBTQIA+, people who live with a disability, and those from culturally and linguistically diverse backgrounds.

Coast Shelter is recognised by the Australian Taxation Office as a Public Benevolent Institution and is a Registered Charity (CFN: 15695) making all donations over \$2 tax deductible.



### Head Office

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