

Privacy Policy

The Australian Privacy Principles set minimum standards about collecting and using personal information. Jobsupport is committed to following these principles.

Collecting Personal Information

- Jobsupport will only collect personal information that is needed to provide our services.
- We collect most information directly from our clients or their advocates. Before we collect information on a person from organisations such as schools or health professionals, we obtain written permission. The *Authority to Release Information* forms we use for this purpose explain who we will collect information from and the type of information we will collect.

Sharing Personal Information

- Jobsupport will not share personal information without written consent unless required to do so by law.
- Written consent is given through *Authority to Release Information* forms, which explain who information is released to and what information will go to them. From June 2026, these forms are signed at least once every 12 months.
- Jobsupport is required to provide some of the information it collects from people to the government departments that provide funding for our programs. Where possible this information is de-identified

Storing Information

- Jobsupport will take care to protect records that contain personal information against loss, unauthorised access or disclosure.
- Jobsupport maintains an Information Security Management System under the Right Fit for Risk accreditation.
- The Information we collect or record about people is stored on Jobsupport's databases and in individual files.
- Individual client files are stored securely in Jobsupport offices or in secure storage units.
- Records are regularly transferred out of the files that are used on worksites so that only those records that are required for onsite support activities remain in site files.
- Excess information that identifies people is shredded.

Accessing Information

- All clients and employees of Jobsupport have the right to request access to records that contain personal information about them.
- Jobsupport will provide a person access to their own records unless an exception under the Australian Privacy Principles applies. If unable to provide access in such circumstances, we will explain why we can't give the information and alternative steps they can take to access the information they seek.

Contact us

If you have any enquiries or complaints about privacy at Jobsupport please contact our Quality Management Team on (02) 91508888 or quality@jobsupport.org.au