

Automatic Referral Pathway Privacy Notice:

1. What is the Automatic Referral Pathway?

The Automatic Referral Pathway is a program for men who:

- have been charged with a domestic violence offence; and/or
- are subject to an application for, or a finalised, apprehended domestic violence order (ADVO).

The program involves telephone counselling provided by the Men's Telephone Counselling and Referral Service, a non-government organisation contracted by the NSW Department of Family and Community Services.

2. Why have I been contacted?

If you meet this criteria, your information has been automatically transferred from the NSW Police Force to a secure portal. The Men's Telephone Counselling and Referral Service accessed your details from this portal.

You can choose whether or not to speak with the Men's Telephone Counselling and Referral Service. There is no obligation on you to participate in telephone counselling, and you may stop at any time.

3. What can the Men's Referral Service do for me?

Your Men's Telephone Counselling and Referral Service worker will provide you with immediate counselling and information, and will also assess if there is any existing threat to you or anyone else. Your case manager may also refer you to other local support services that can help you.

4. Protecting your information is important to us

Your personal and health information is stored on a secure portal, and all Men's Telephone Counselling and Referral Service staff are trained in the safe handling of information.

After contact from a Men's Telephone Counselling and Referral Service case worker no further information will be shared without your consent.

5. Your consent, your information

Your consent will remain valid until you no longer wish to participate in telephone counselling. You can withdraw your consent at any time by telling your case worker.

6. Information exchange

In some cases it may be helpful for the Men's Telephone Counselling and Referral Service to share your information with other service providers, such as:

- Health services
- Men's behaviour change services

- Counselling services
- Employment services.
- Other social services.

The Men's Telephone Counselling and Referral Service will always obtain your explicit, verbal consent in each case before sharing your information.

You do not have to consent to your information being shared to participate in telephone counselling.

7. When are we obliged to disclose your information?

We are required by law to disclose your information in certain circumstances, such as:

- If your information is subject to a subpoena
- If your information relates to the commission (or possible commission) of a crime or investigation of a crime
- Where your safety or another person's safety (including a child) is considered to be at risk.

8. What is the complaints process for privacy breaches?

- If you feel there has been a breach of your personal information related to the Automatic Referral Pathway, you can make a complaint to the Men's Telephone Counselling and Referral Service by contacting the Operations Manager on 03 9487 4500.

Where can I find more information about privacy?

Visit the website of the Information and Privacy Commission NSW at: <https://www.ipc.nsw.gov.au/privacy>, or contact the Information and Privacy Commission NSW for general enquiries on 1800 472 679 or email: ipcinfo@ipc.nsw.gov.au.

The NSW Automatic Referral Pathway Privacy Code of Practice and Health Privacy Code of Practice are available at: <https://www.ipc.nsw.gov.au/privacy-codes-practice>