



PRIVACY POLICY

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1. ABOUT THIS POLICY

Uca Lifeline Mid Coast is an unincorporated body under the Uniting Church in Australia NSW.ACT and is bound by the laws governing its collection and use of personal information, including the Privacy Act 1988 (Cth) (Privacy Act) which includes the Australian Privacy Principles (APPs) and State health record laws, such as the NSW Health Records and Information Privacy Act 2002.

This Privacy Policy outlines how Uca Lifeline Mid Coast use, share, protect and store personal information collected.

Uca Lifeline Mid Coast is also a member of Lifeline Australia Limited. Lifeline Australia Limited is a separate legal entity. As a member of Lifeline Australia Limited through the Uniting Church in Australia NSW.ACT, Uca Lifeline Mid Coast complies with Lifeline Australia Limited Privacy Policy and Procedures related to Lifeline's 131114 service.

All other service (not under Lifeline Australia Limited) provided by Uca Lifeline Mid Coast are subject to Uca Lifeline Mid Coast's Privacy Policy.

Uca Lifeline Mid Coast will update this Privacy Policy when our information handling practices or services or applicable laws change, or to explain our practices further. Updates will be published on Uca Lifeline Mid Coast's website and are effective from the date of publication.

In this policy Uca Lifeline Mid Coast will be named by its trading name, Lifeline Mid Coast.

2. SCOPE OF POLICY

This policy applies to Lifeline Mid Coast's handling of "personal information" which is broadly defined in and has the same meaning as defined under section 6 of the Privacy Act.

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

- *Where the information or opinion is true or not; and*
- *Where the information or opinion is recorded in a material form or not.*

This policy also refers to "sensitive information" which is a subset of personal information. Sensitive information includes information or an opinion about racial or ethnic origin, political opinions, philosophical or religious beliefs and affiliations, sexual orientation, health, mental health, genetic information, and criminal record.

3. TYPES OF PERSONAL INFORMATION COLLECTED AND HOW

Lifeline Mid Coast's practice is to only collect personal information that is reasonably necessary for an activity undertaken to carry out a Lifeline Mid Coast service or objective as described below.

The main way Lifeline Mid Coast collects personal information about you is when you provide it directly by accepting an employment position, accessing and registering for a service, registering for training, registering to volunteer, to donate or as a customer one of our Op Shops. The information collected will depend on who you are and the nature of your interaction – whether you use a Lifeline.

Mid Coast service, and how you access it (e.g. via phone, email, face-to-face, text), subscribe to a mailing list, as a shop customer, donate, apply to become a volunteer, apply for employment, subscribe to an event, wish to partner, or undertake research. The choice of how much information you provide is yours and depends on the purpose(s) for which you interact with Lifeline Mid Coast.

Lifeline Mid Coast may also collect health information (which is a type of sensitive information) about you if you contact one of our suicide prevention, postvention services or as part of a disaster recovery program. In relation to our suicide prevention, postvention services you will be required to provide safety information. In all other cases, the choice of how much health information you provide is yours and, if you share health information with Lifeline Mid Coast, it will be protected and handled in accordance with the applicable privacy and health record laws.

The personal information we collect, when and how it is collected is further described in Appendix 1. Information Collected and Uses.

4. HOW LIFELINE MID COAST USES PERSONAL INFORMATION

Lifeline Mid Coast collect, hold, use, and disclose personal information for the purpose of carrying out the objectives of Lifeline Mid Coast, which are:

- Encourage, support, and undertake the organisation in the establishment, maintenance, development, operation, and improvement of the service quality of Lifeline Mid Coast.
- To carry out suicide prevention, postvention services that enables people to overcome isolation and cope with problems and crisis affecting mental health, wellbeing, life, and safety.
- To support customers of our shops.

Lifeline Mid Coast use personal information to perform activities necessary to carry out the above objectives. These activities include:

- Providing crisis support and suicide prevention postvention services.
- Providing crisis support during and after disasters.
- Conducting education and training in suicide prevention, postvention and other related training to external individuals, communities, and organisations.
- Conducting or participating in research and evaluation and assurance activities to ensure the delivery of quality services and achieve continuous improvement in service delivery.
- Training of Crisis Support Workers (a Crisis Support Worker is trained to answer the Lifeline 131114 crisis support phone).
- Training of front-line workers to support women and children impacted by domestic violence.
- Conducting fundraising activities to raise funds to support the implementation of our suicide prevention postvention services.
- Supporting customers with retail inquiries or refunds.
- Assessing suitable candidates for career and volunteer opportunities within Lifeline Mid Coast and managing employees and volunteers.
- Communicating with the public and media, including through websites and social media to raise public awareness of Lifeline Mid Coast and Lifeline Australia services.
- Conducting investigations and managing responses in relation to complaints concerning Lifeline Mid Coast operations, services, and retail.
- Complying with our legal obligations.

- Assisting investigations and information request from third parties, such as police or the coroner in accordance with the law.

Use for Primary Purpose and Certain Secondary Purposes

Lifeline Mid Coast must only use individual’s personal information for the primary purpose for which it was collected, a secondary purpose to which the individual has consented, or for the purpose related to (or is sensitive information directly related to) the primary purpose of collection and the individual would reasonably expect the personal information to be used for such purpose.

Primary purpose (and secondary purpose for which consent is required and is sought) should be set out in collection notices, and may include:

Suicide Prevention, Postvention Services	Providing crisis support and suicide prevention, postvention services to people experiencing suicidal behaviour, suicidal ideation, or other crises.
Crisis Support Services	Providing crisis support to those experiencing crisis not related to suicide.
Disaster Recovery Program	Providing crisis support and suicide prevention to individuals and communities experiencing disaster or are in disaster recovery.
Service Quality	Conducting forums, focus groups and other means of data collection designed to improve quality of service delivery, training, and operations.
Training	Delivering accredited training programs to students, staff and volunteers under Lifeline Australia’s Register Training Organisation (RTO) and delivering non accredited training programs to our staff, volunteers, community, and other organisations.
Information Requests	Supporting Lifeline Mid Coast’s requirements in relation to investigating and facilitating the complaints process, in addition to assisting information requests from third parties, such as police and the coroner to undertake investigation.
Volunteer and Other Support	Enabling individuals to assist with volunteering, community fundraising, advocacy, or other activities.
Research & Evaluation	Conducting or participating in research and evaluation to improve Lifeline Mid Coast’s programs or program initiatives.
Marketing and Fundraising	Communicating with individuals about donations, products, services, campaigns, causes and events.
Other Issues	Communicating with individuals in relation to Lifeline Mid Coast operations, activities, and objectives, to verify their identity, and to comply with relevant laws.

5. CONSENT TO COLLECT AND USE PERSONAL INFORMATION

Consent for Accessing and Using Lifeline Mid Coast Services

Suicide Prevention Postvention Services

For the safety of people using Lifeline Mid Coast suicide prevention, postvention services, and the safety of staff and volunteers of these services, some personal and health information is mandatory.

Intake Forms and other documents related to these services include notice of information that is mandatory and information that is voluntary. Information explaining consent is also provided on intake forms and other documents.

Disaster Recovery and other Non-Suicide Related Programs and Services

For people and communities accessing other Lifeline Mid Coast services, not related to suicide such as the Disaster Recovery program, it is up to the individual to choose what personal information (including sensitive information) to share. All forms related to these services will clearly state sharing of information is voluntary and has the consent of the individual who is accessing the program(s).

Consent for Research and Evaluation

Lifeline Mid Coast invites service users and stakeholders to participate in research and/or evaluation of services on Lifeline Mid Coast's behalf. Only information where consent has been obtained is information shared. Where practicable, personal information will be di-identified.

Consent from Referrals

Sometimes like-minded services providers and organisations provide personal information (including sensitive information) to Lifeline Mid Coast to enhance crisis support and suicide intervention and postvention services. All referrals will clearly state where sharing of information is voluntary or mandatory. Some organisations that Lifeline receives referrals include:

- Mid North Coast Area Health Mental Health Services
- Mid North Coast Area Health Community Health Services
- Mid North Coast Safe Haven
- Standby

Consent for Fees and Refund Payments

Lifeline Mid Coast provides lifeline Australia's Crisis Support Worker Training (CSWT) training, and community training. Individuals, communities, and organisations undertaking any of these activities may have to pay fees for service.

Lifeline Mid Coast uses electronic banking and EFTPOS services for monetary transactions which requires the collection of personal information. The information collected will only be used for the purpose it was collected.

Lifeline Mid Coast operates Op Shops. All shops use electronic registers and EFTPOS. Personal information is required for pick-up and delivery of donations and purchases (e.g. name and address).

Sometimes customers request a return and refund for a purchase made. For refunds, additional information about bank accounts is required. The information collected from customers will only be used for the purpose it was collected.

Consent When Using Eventbrite

Eventbrite is an event management service that allows users to browse, create and promote events. Lifeline Mid Coast uses Eventbrite to create and promote events such as Lifeline Australia Crisis Support Worker Training (CSWT) and events such as Lifeline Mid Coast's Walk Out of the Shadows and community training.

People using Eventbrite to access Lifeline Mid Coast training and events have access to Eventbrite's Privacy Policy.

Consent for Direct Marketing

Lifeline Mid Coast may use some personal information for direct marketing purposes, but only where:

- The direct marketing communication contains a prominent statement that the individual may opt out of receiving that type of communication.
- The relevant individual has not made such a request.

How Lifeline Mid Coast will Obtain Your Consent for Direct Marketing

Should Lifeline Mid Coast use direct marketing, Individuals whose personal information is collected using a collection notice that references this Privacy Policy will be taken to consent to the use of their personal information for direct marketing purposes unless they have specifically opted out.

Opting out of Direct Marketing

Should Lifeline Mid Coast conduct direct marketing, we will ensure email direct communications will contain an "unsubscribe" link that provides individuals with the opportunity to opt out of direct marketing communications. In other circumstances, individuals who do not wish to receive direct marketing communications from Lifeline Mid Coast may contact us on (02) 6582-2800 or admin@lifelinemidcoast.org.au to opt out.

As part of operations, Lifeline Mid Coast will take all necessary steps to opt such individuals out of direct marketing communications. Request to opt out of direct marketing communications will be treated in the first instance as a request to opt out of a particular campaign or event to which the communications relate. However, individual must be given the opportunity to contact Lifeline Mid Coast (for example by phone) to opt out of all direct marketing communications, across all programs, events, and channels.

Individuals who have opted out of direct marketing may still receive administrative emails or phone calls, such as a reminder of bank funds raised during a fundraiser campaign.

Removal of Opt-Outs

Individuals who register for events, donate, or otherwise provide their personal information for marketing related purposes after they have previously opted out of direct marketing communications shall be taken to have "opted-in" once again and may receive direct marketing communications. However, all such direct marketing communications must give the individual the opportunity to opt out as described above.

6. COLLECTION AND USE OF YOUR PERSONAL INFORMATION

What Information is Collected

The kinds of personal information collected and its uses, are described in Appendix 1: Information Collected and Uses.

When is Personal Information Collected

Lifeline Mid Coast usually collect personal information from you when you:

- Contact Lifeline Mid Coast over the phone, email or in person.
- Contact Lifeline Mid Coast via our Lifeline Mid Coast website, or social media platforms such as Facebook and X (also known as Twitter).
- Communicate with Lifeline Mid Coast in writing.

Sometimes Lifeline Mid Coast collect personal information from a third party or a publicly available source, but only if the individual has consented to such collection of personal information or would reasonably expect Lifeline Mid Coast to collect their personal information in this way. For example, Lifeline Mid Coast collect personal information:

- From health care providers or emergency contacts.
- From organisations that you have connections with, where you have consented to receiving information from like minded organisations such as Lifeline Mid Coast.
- Referrals from organisations and health services that you have consented to share your information.
- Referees provided by you in support of an application for a Lifeline Mid Coast position as an employee or volunteer.
- From academic and training organisations where it is required to verify a person's educational status.
- From criminal background and Working With Children & Vulnerable People checks.
- From third parties such as contractors (including fundraising service providers).

Lifeline Mid Coast may also collect personal information about you from a third party during a person contacting Lifeline Mid Coast service. Personal information, such as name and contact details, will not be recorded unless it is assessing that personal safety is threatened.

Children Under 18 Years

Lifeline Mid Coast makes no active effort to collect personal information from Children under the age of 18. However, Lifeline Mid Coast may collect personal information relating to children where the child has contacted Lifeline Mid Coast services or Lifeline Australia's 131114 Crisis Support Service

and that child provides the information directly, or where another individual contacts Lifeline Mid Coast on behalf of a child with safety concerns.

Collecting Information through Websites

Lifeline Mid Coast has its own website www.lifelinemidcoast.org.au and there are several ways in which information is collected through the website.

Analytics

The Lifeline Mid Coast website uses Google Analytics and an internal tool to collect very limited data about your interaction with the website. Both Google Analytics and the internal tool are hosted by a 3rd party. The sole purpose of collecting your data in this way is to improve your experience when using the website. As an example, the types of data collected with these tools can include:

- Date and time when website was accessed.

Cookies

Cookies are small data files transferred onto computers or devices by websites for record keeping purposes and to enhance functionality on the website.

Lifeline Mid Coast and the third party that hosts our website do not use cookies as part of our data collection.

Social Networking Services

Lifeline Mid Coast use social networking services to communicate with the public about Lifeline and Lifeline Mid Coast services. When you communicate with Lifeline Mid Coast using these social networking services your personal information may be collected, but it is only used to help Lifeline Mid Coast to communicate with you and the public. The social networking service will also handle your personal information for its own purposes. These services have their own privacy policies. You can access the privacy policies for Twitter and Facebook on their websites.

Note: Lifeline Mid Coast does not provide crisis support or suicide prevention services via Lifeline Mid Coast's social media platform (Facebook and X).

7. DISCLOSURE OF PERSONAL INFORMATION

General Disclosure Practices

Lifeline Mid Coast does not disclose personal information to another person or organisation (including police, emergency services and other government agencies) unless one of the following applies.

- The individual has consented (whether expressly or impliedly) to the disclosure of their personal information.
- The individual would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, or organisations and the disclosure:
 - Is in the case of personal information (that is not sensitive information) related to the primary purpose for which it was collected; or
 - In the case of sensitive information, including health information, is directly related to the primary purpose for which it was collected; or
 - Relates to collection from a third party, that being a charitable or other like-minded organisation, including third party service providers who facilitate the sharing of information between such types of charitable or like-minded organisations.
- The disclosure is otherwise required or authorised by law, including to comply with mandatory reporting requirements in relation to suspected cases of child abuse and neglect.

- Lifeline Mid Coast reasonably believes that the disclosure will prevent or lessen a serious and imminent threat to somebody's life, health, or safety (including our own) or serious threat to public health, property, or public safety issues.
- The individual has made threats to harm third parties.
- The individual repeatedly makes a nuisance or unwelcome contact.
- The disclosure is to a Lifeline Mid Coast service provider as described below.

Disclosure to Service Providers

Lifeline Mid Coast uses service providers that have access to personal information it collects and holds. These include:

- The host of Lifeline Mid Coast website.
- The business maintaining our social media platforms.

To protect the personal information they access or receive, Lifeline Mid Coast:

- Enters a contract which requires the service provider to only use or disclose the information for the purpose of the contract; and
- Includes special privacy requirements in contracts, where necessary.

Disclosures to Funders and Related Entities

Lifeline Mid Coast disclose information to Lifeline Australia and funders according to the contractual obligations of our service agreement with Lifeline Australia and our funders (Federal & State Government). Where practicable, this information is de-identified.

Disclosure of Personal Information Overseas

Web traffic information is disclosed to Google Analytics when you visit Lifeline Mid Coast's website. Google stores information across multiple countries.

When you communicate through a social network service, the social network provider and its partners may collect and hold your personal information overseas.

Lifeline Mid Coast uses a third party for storage of its operational files and databases (Microsoft 365 Cloud and BoardEffect). Some of the third party's storage is located overseas. We have measures in place to protect the personal information processed. Reasonable steps have been taken to ensure:

- The recipient of the information is subject to a law or binding scheme, that is substantially like the way in which the Australian Privacy Principles protect the information; and
- There are mechanisms to access and enforce that protection of the law or binding scheme.

8. QUALITY OF PERSONAL INFORMATION

To ensure that the personal information we collect is accurate, up-to-date, and complete, Lifeline Mid Coast applies the following data quality procedures.

- Information is recorded in a consistent format.
- Where necessary, confirm the accuracy of the information collected from a third party or a public source.

- Promptly add updated or new personal information to existing records.
- Review the quality of personal information before use or disclosure.

9. STORAGE AND SECURITY OF PERSONAL INFORMATION

Lifeline Mid Coast takes reasonable steps to protect the personal information held against loss, unauthorised access, use, modification, or disclosure, and against other misuse. These steps include:

- Only allowing personnel with a “need to know” to access IT systems and records, including recordings and transcripts.
- Undertaking background checks on personnel who require access to IT systems and records.
- Password protection and multifactor authentication when accessing electronic IT systems.
- Performance of privacy, information and cyber security training to all staff who access IT systems.
- Securing paper files in locked cabinets and physical access restrictions.

Lifeline Mid Coast regularly engage independent information security experts to review and test relevant systems and processes. When no longer required, personal information is destroyed or deleted in a secure manner. We do not store payment card information.

10. RETENTION OF RECORDS

Lifeline Mid Coast will store information for the relevant statutory period depending on the purpose.

In relation to children involved in one of Lifeline Mid Coast’s services, Lifeline Mid Coast will store their personal information for 7 years after the date which the child turns 18, where their age and identity is disclosed to us. Where a child’s age is unknown, Lifeline Mid Coast will retain the record for the relevant statutory period.

11. ACCESS AND CORRECTION

Australian Privacy Principle’s (APP’s) 12 and 13 give you the right to ask for and receive access to personal information Lifeline Mid Coast holds about you and to ask for corrections to that personal information.

Lifeline Mid Coast will endeavour to respond within 30 days if you ask for access or corrections to your personal information. You will be given access to your personal information and reasonable steps taken to correct it. If Lifeline Mid Coast considers the wanted change is incorrect, unless under PP 12

or another law that allows or requires that to be denied. For example, access to your personal information will be denied if it is reasonably believed that:

- Giving individuals access would have an unreasonable impact on the privacy of other individuals.
- Giving access would pose a serious threat to the life, health, or safety of any individual, or to public health or public safety.
- The request for access is frivolous or vexatious.

Individuals will be required to provide the following information before access or correction is undertaken.

- A written request for access and/or correction addressed to the Lifeline Mid Coast Office Manager and sent either via email to finance@lifelinemidcoast.org.au or via post to P.O. Box 5030 Port Macquarie, NSW 2444.
- Proof of identity.

To conduct a record search of the crisis support, suicide prevention postvention, disaster recovery services and retail databases, the following information is required:

- The name of service and date it was used.
- The date the Op Shop transaction, pick-up or delivery occurred.
- Name of the person requesting access and/or correction.
- Proof of identity. Proof of identity may be achieved by the 100-point identification system.

Access to personal information will not be provided unless the person seeking access is the person to whom the information relates, or the law otherwise supports such access. In some cases, additional proof of identity information may be required, or access may be denied because ownership of a record cannot be proven.

If an access request relates to an individual who is deceased, the personal information will be released to the requester in accordance with the Privacy Act and applicable health records and laws, unless the information contains the personal information or sensitive information, including health information, of another living person who is reasonable identifiable from the information available.

If access to, or correction of, your personal information is denied, you will be notified in writing setting out the reasons.

If a correction is made and the incorrect information was disclosed to others, you can request they be notified about the correction unless there is a valid reason for Lifeline Mid Coast not to.

If a correction to your personal information is denied, you can ask for us to attach a statement from you about why you believe the information is incorrect and it will be attached to the record of that information.

12. HOW TO MAKE A COMPLAINT OR CONTACT LIFELINE MID COAST

If you wish to contact Lifeline Mid Coast about a privacy matter or are concerned about the way your personal information has been handled by us, you can lodge a written request or complaint with the Office Manager at either of the following addresses:

Postal Address: P.O. Box 5030 Port Macquarie NSW 2444

Email: finance@lifelinemidcoast.org.au

If you are dissatisfied with the investigation of your concerns, you can lodge a complaint to the Office of the Australian Information Commissioner at <https://www.oaic.gov.au/privacy/privacy-complaints> who is independent of Lifeline Mid Coast.

13. Appendix 1: Information Collected and Used

13.1 Information Collected when Lifeline Mid Coast Provides Crisis Support, Suicide Prevention, Postvention, Disaster Recovery Services

Lifeline Mid Coast collects information you provide through its role in providing:

- Services directly to you and delivered through Lifeline Mid Coast.
- Administration requirements
- Quality improvement and training activities.

Personal information, such as your name and contact details, will not be recorded unless you provide this information to Lifeline Mid Coast, or if this information is otherwise captured by its systems. The following personal information which may include your sensitive information such as health information, may be collected depending on your interaction with Lifeline Mid Coast.

Your name or the names of people you tell Lifeline Mid Coast about.	Such as friends, or family you are worried about. Such as friends, family or health/social workers who form part of your support circle. Such as friend, or family members listed as your preferred contact person.
Your telephone number	Your telephone number will be used to provide check-ins, and follow-up contacts. Your telephone number may be displayed when you call Lifeline Mid Coast or one of its employees who use a mobile phone.
Your address.	If Lifeline Mid Coast needs to make home visits as part of the service, you are using. If Lifeline Mid Coast needs to make sure you are in a safe space, or if Lifeline Mid Coast needs to support you by asking authorities to visit your location.
Details about you and others which are relevant to the reasons you are using a Lifeline Mid Coast service.	If you tell Lifeline Mid Coast about your mental health, health, loss of a loved one, about issues with drugs or alcohol, you are thinking about suicide or are self-harming, or other issues impacting on your health, safety and wellbeing, Lifeline Mid Coast takes notes so that we can assess the best way to support you. Lifeline Mid Coast may provide or receive information provided by you as part of our process for supporting you through referral and transfer systems.

13.2 Information Collected from a General Enquiry

The information Lifeline Mid Coast collects depends on your query. For example, your name and contact details are collected, as is the nature of your enquiry if you contact Lifeline Mid Coast to:

- Receive information from Lifeline Mid Coast to become involved as a donor, volunteer, or student for one of Lifeline Mid Coast CSWT or community training.
- Make a complaint about Lifeline Mid Coast.
- As for access to information that Lifeline Mid Coast holds about you.
- Notify Lifeline Mid Coast about a data breach.
- Report a matter for investigation.
- Apply for a job vacancy at Lifeline Mid Coast.

13.3 Information Collected for Fundraising

Fundraising refers to the activities undertaken by Lifeline Mid Coast to raise funds to support its crisis and suicide prevention postvention services. This includes but not limited to, facilitating donations, and fundraising campaigns.

When you donate, Lifeline Mid Coast may collect your name, contact details (including phone number and email address and amount donated) we do not collect bank or credit card details.

To find out what information is collected for fundraising by Lifeline Australia go to <https://lifeline.org.au/policies/privacy-policy>.

13.4 Information Collected When I Purchase from Lifeline Mid Coast

When you pay for a service, such as training, Lifeline Mid Coast collects your name, contact details, name of the training. We do not collect bank or credit card details. Payments are made by electronic transfer into Lifeline Mid Coast's bank account.

When you purchase something from a Lifeline Mid Coast Op Shop, no personal details are recorded, however, when requesting Lifeline Mid Coast to pick up a donation or delivery a purchased item, then personal information such as your name and address are collected.

If you required a refund from Lifeline Mid Coast, your personal details including bank details will be collected.

All information collected is only used for the purpose it was collected.

13.5 Information Collected when I Volunteer for Lifeline Mid Coast

Lifeline Mid Coast collects personal information necessary to enable the assessment of your application to register as a volunteer.

Depending on the role, this may include your employment and volunteer history, education, criminal history and/or background check, working with children and vulnerable adults' history and/or check. Volunteers for Board member positions must provide information relevant to assessing conflicts of interest risks.

13.6 Information Collected when I apply for a Job with Lifeline Mid Coast

When you apply to work with Lifeline Mid Coast, personal information collected is necessary to enable an assessment of your application for employment with us. This may include:

- Your resume, statement addressing the criteria and referee reports.
- Written tasks undertaken by you during the selection process.
- Details of financial and other personal interests supplied by you for managing potential conflicts of interest.
- Proof of Australian Citizenship.
- Copies of academic qualifications.

13.7 Information Collected About Lifeline Mid Coast Employees

Lifeline Mid Coast collects personal information necessary to manage employees. This may include:

- The employee's employment contract.
- Emergency contact information.
- Details of financial and other personal interests which may be relevant for the purpose of managing conflicts of interest.
- Proof of Australian Citizenship.

- Copies of academic qualifications.
- Records relating to the employee’s salary, benefits, and leave.
- Health related information supplied by the employee or their medical practitioner.
- Tax File Number (TFN).
- Superannuation contributions.
- Information relating to the employee’s training and development.

14.8 Information Collected in the Workforce Management System

Lifeline Australia facilitates the use of a Workforce Management System (WFMS) by the Lifeline Members, including Lifeline Mid Coast, for the purpose of forecasting call demand and the allocation of resources across the Lifeline Member network.

The WFMS holds details of each Crisis Supporter’s name and contact details, skills and training, rostered shifts, and employment status (volunteer or employee).

14.9 Information Collected for Delivery of Training and Education Services

Lifeline Australia provides all CSWT. As an RTO Lifeline Australia is required by law to collect information from trainers and assessors to verify, they possess the required qualifications to deliver training and education.

Through Lifeline Mid Coast, Lifeline Australia collects personal information as such student contact details, enrolment forms and academic records for students undertaking the CSWT training at Lifeline Mid Coast.

DOCUMENTATION HISTORY

Version	Policy Owner	Reviewers	Date of Review	Board Approved
1.1	CEO	CEO & Management	Jan 2019	June 2019
1.2	CEO	CEO & Management	Jan 2021	Feb 2021
2	CEO	CEO & Management	15.02.2024	22.02.2024