



## ***The Commission respects your privacy***

Your privacy is important to us. This brochure explains how the Commission for Children and Young People and Child Guardian manages information to protect your privacy and the privacy of children in your care.



### ***For more information***

If you have any questions about how the Commission or CVs use personal information about you or children in your care, please talk to your CV.

Or you can contact our Privacy Contact Officer:

#### **Principal Advisor, Legal and Administrative Review**

*Commission for Children and Young People and Child Guardian*

**Post:** PO Box 15217  
Brisbane City East QLD 4002

**Phone:** (07) 3211 6700

**Fax:** (07) 3035 5900

**Email:** [ccyp\\_privacy@ccypcg.qld.gov.au](mailto:ccyp_privacy@ccypcg.qld.gov.au)

The Commission's Privacy Plan is on our website: [www.ccypcg.qld.gov.au](http://www.ccypcg.qld.gov.au)

# ***Respecting your privacy***

## ***Information for carers***



commission for  
children and young people  
and child guardian

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and child guardian

## ***About the Commission and your Community Visitor***

The Commission for Children and Young People and Child Guardian is an independent statutory agency which promotes and protects the rights, interests and wellbeing of children and young people in Queensland.

Community Visitors (CVs) work for the Commission to develop trusting, supportive relationships with children and young people in care. They have a responsibility to monitor children's safety and wellbeing, listen to any concerns raised by you or any children in your care and speak up about those concerns on behalf of the child.

CVs may advocate on behalf of children to the Department of Communities (Child Safety Services) and service providers at the local level. CVs also report back to the Commissioner after each visit.

## ***Do CVs have the right to enter your home?***

A CV must ask your consent before entering your home. They must state the purpose of their visit and only enter your home with your approval. Each CV should produce or be wearing an identity card.

After getting consent and entering your home, the CV may look around and assess the appropriateness of the accommodation for the child in your care. The CV may also talk to the child, preferably out of the hearing of others in

the house, or in your presence if the CV thinks it would be better for the child. The CV may take notes and will prepare a report for the Commissioner about each relevant child in your care after each visit.

## ***Our Privacy Policy***

The Commission respects your privacy and takes steps to ensure your personal information and the personal information of children in your care is managed appropriately.

Your personal information is any information about you that we hold which might identify you. This information must be collected, stored, used or disclosed in ways that protect your privacy.

In particular, any personal information we collect must be:

- directly related to the Commission's functions under its Act
- collected fairly and lawfully
- relevant, up-to-date and complete, and
- stored safely and securely.

The information collected about children in care includes the physical and emotional wellbeing of the child, the extent to which their needs are being met, and the appropriateness of the support services they are receiving.

CVs are authorised to collect this information under the *Commission for Children and Young People and Child Guardian Act 2000*.

Some of the personal information CVs collect will be yours, and some will be about the child in your care. The Commission's Act limits how we can use this information. In addition, under our Privacy Policy we can only use or disclose this personal information for the purpose we collected it unless:

- you consent to the use or disclosure
- it is necessary to use or disclose the information to prevent or lessen a serious threat to the life or health of someone
- the use or disclosure is authorised or required by law
- the use or disclosure is reasonably necessary to enforce a law
- it is necessary for research in the public interest (the research results will not be published in a form that identifies you), or
- you are reasonably likely to be aware that we would disclose it to a particular person or agency.

For example, the CV may use information they gather during their visits to advocate on behalf of the child. This means the CV will sometimes pass on information that you or the child in your care have provided. Usually, information passed on is given to the child's Child Safety Officer.

However, if you or the child disclose information about abuse or a threat to the child, the CV must pass that information on to the police and the Department of Communities (Child Safety Services).