



ILLAWARRA MEDIATION SERVICES

FAMILY PROPERTY & WORKPLACE CONFLICT MANAGEMENT

PRIVACY POLICY

Illawarra Mediation Services adheres to the Australian Privacy Principles, the *Privacy Act 1988* and *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. For purposes of the Act personal information collected by us when you use our services including mediation assessment, mediation notes, telephone discussions and web conferencing. Note web conferences are not recorded.

Collection of Information:

Information is collected from clients during telephone calls and the initial assessment interview. Types of information collected include: client contact details, emails received from clients, record of phone contact, pre-mediation and mediation session notes and Parenting Plans.

Use and Disclosure:

All information collected by our service is used only for its intended purpose that being to contact and communicate with clients and or as a temporary record for the mediator of the issues central to the mediation

Information is treated with strict confidentiality and will not be disclosed to referral networks or any other party without the express consent of clients.

Family Dispute Resolution Practitioners have a legal duty as mandatory reporters. Exceptions to confidentiality exist in circumstances where it becomes apparent that there is harm, potential harm or abuse to a child or an adult requiring the Family Dispute Resolution Practitioner to report this information to the appropriate authorities.

Security and Disposal:

All information is kept securely and safe from disclosure or unauthorised access.

Notes from pre-mediation discussions are shredded. Mediation session notes such as record of agreements or proposals and Parenting Plans are retained for 7 years. After 7 years these documents are shredded and disposed of.