



WHAT WE ASK YOU AND WHY

At TaskForce we want to make sure you get the best possible service. To do that we need to ask you lots of questions. Some of those questions are going to seem quite personal. And that's because they are! Knowing a little more about you will help us make sure you get the support you need.

PRIVACY

TaskForce has strict rules about privacy. There are laws about how your personal information can be collected and stored, and all our staff understand and comply with that.

Just so you know:

- your personal information is securely stored on our computer system
- only TaskForce staff can access that information
- our staff will not share any of your sensitive personal information without your consent.

WHAT WE ASK

We ask you basic information like your name, date of birth, and contact details, but we also ask some more personal questions about who you are. We might ask:

- whether you identify as an Aboriginal and/or Torres Strait Islander person, your preferred language, and your cultural background
- your gender identity, intersex status, sexual orientation, and your pronouns
- if you are a person with disability.

You don't have to answer any of these questions. That's totally OK.

If there is a form to fill out there will always be a "Prefer not to say" option.

Depending on what's going on for you right now and what services you think you're going to need we might also ask:

- whether you have any physical or mental health issues that require support
- if you use alcohol or any other drugs
- your current accommodation situation
- whether you are experiencing family violence
- whether you have children in your care

WHY WE ASK

The **most important** reason for asking these questions is to help us make sure you get the services and referrals that are right for you.

Asking these questions also makes sure:

- we have all the supports in place that you need
- our services are accessible for people with disability
- people from diverse communities feel safe in our service
- respectful engagement with you by making sure we address you the way you wish to be addressed.

We believe that visibility is important for all communities, and we want our clients to feel comfortable to be themselves and know they will be supported.

CONTACT US

If you have any questions or concerns a staff member will be happy to discuss them with you. For more information on our privacy policy, or how we access and store client information, please contact us at:

T: 03 9611 9200

E: quality@taskforce.org.au