

Privacy Policy

Lifeline Harbour to Hawkesbury Sydney

February 2025

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1. Purpose

This Privacy Policy outlines how Lifeline Harbour to Hawkesbury (H2HS) uses, shares, protects and stores personal information collected.

2. Policy Statement

Lifeline H2HS is a member of the Lifeline network, comprising a national office (Lifeline Australia) and a national network of Members and Lifeline Centres located in every state and territory across Australia. Lifeline H2HS is a separate legal entity to Lifeline Australia, as are other members with the exception of Lifeline Direct. This Privacy Policy applies to the activities (described in more detail below) undertaken by Lifeline H2HS to carry out the Lifeline H2HS objectives. This Privacy Policy does not apply to Lifeline Australia or other Lifeline Members also involved in the delivery of Lifeline services. Lifeline Australia and Lifeline Member organisations have their own privacy policies which you can locate on their websites. Where Lifeline H2HS is acting on behalf of Lifeline under the terms of a service agreement, such as with telephone and digital crisis services, the Lifeline Australia Privacy Policy is applicable.

Lifeline H2HS 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 the Lifeline H2HS website and are effective from the date of publication.

3. Relevant Law regulations, codes of practice or standards

LLH2HS is a public company limited by guarantee under the *Corporations Act 2001* (Cth) and governed by a Board of Directors. LLH2HS is registered as a charity with the Australian Charities and Not-for-profits Commission and is endorsed by the Australian Taxation Office as a deductible gift recipient as a *public benevolent institution* under Division 30 of the *Income Tax Assessment Act 1997* (Cth).

In all its undertakings LLH2HS strives to comply with the ACNC Governance Standards ('ACNC') and emulate the AICD's Not-for-profit governance principles ('AICD').

Lifeline Harbour to Hawkesbury Sydney ACN 647 587 853 (Lifeline H2HS, we, us, our) is bound by 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 and Territory health records laws, such as the Health Records Act 2001 (Vic) and the Health Records and Information Privacy Act 2002 (NSW) as applicable.

2 Definitions

Key word/ abbreviation	Definition
H2HS	Lifeline Harbour to Hawkesbury Sydney
Lifeline H2HS	Lifeline Harbour to Hawkesbury Sydney
Our	Lifeline Harbour to Hawkesbury Sydney
Personal information	As defined in Section 6 of the Privacy Act. Information or an opinion about an identified individual, or an individual who is reasonably identifiable: <ul style="list-style-type: none">• whether the information or opinion is true or not; and• whether the information or opinion is recorded in a material form or not.
Sensitive information	Information or opinions about racial or ethnic origin, political opinions, philosophical or religious beliefs and affiliations, sexual orientation, health or genetic information, and criminal record
Us	Lifeline Harbour to Hawkesbury Sydney
We	Lifeline Harbour to Hawkesbury Sydney

3 Scope of application

This policy applies to Lifeline H2HS'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:

- whether the information or opinion is true or not; and
- whether 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, financial or genetic information, and criminal record.

4. When you can interact anonymously

Where possible, Lifeline H2HS will allow you to interact anonymously or using a pseudonym, unless it is impracticable, or an applicable Australian law requires Lifeline H2HS to only deal with an identified individual. You can choose what information you provide, however some information that makes you reasonably identifiable may be collected. If you chose not to share the information we request or to identify yourself, Lifeline H2HS may not be able to provide you with some or all our services.

5. The types of personal information collected and how

Lifeline H2HS's practice is to only collect personal information that is reasonably necessary for an activity undertaken to carry out a Lifeline H2HS Objective (as described below).

The information collected will depend on who you are and the nature of your interaction – whether you use a Lifeline H2HS service and how you access it, subscribe to a mailing list, donate, apply to become a volunteer, apply for employment, 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 H2HS.

Lifeline H2HS may also collect health and/or financial information (which is a type of sensitive information) about you if you contact a service. The choice of how much health and/or financial information you provide is yours and, if you share health and/or financial information with Lifeline H2HS, it will be protected and handled in accordance the applicable privacy, financial and health records laws.

The personal information we collect, when and how it is collected is further described in Appendix 1: information collected and uses.

6. How Lifeline H2HS use personal information

Lifeline H2HS collect, hold, use, and disclose personal information for the purpose of carrying out the objectives of Lifeline H2HS. The objectives of Lifeline H2HS (Lifeline H2HS Objectives) are to:

- a. to support individuals and communities in times of crisis and equip individuals and communities to be resilient and suicide-safe;
- b. to contribute actively to an effective, confidential 24 hour per day telephone or other digital service, as part of the Lifeline Australia network;
- c. to provide effective, confidential face-to-face counselling services including clinical and associated community services either directly or by referral to other organisations;
- d. to monitor the effect of changing needs in society to ensure the continuing relevance of the services and activities of the Company;
- e. to establish and maintain a high-quality volunteer and paid workforce through effective and appropriate recruitment, training, support, professional development, communication and social activities;
- f. to maintain accreditation by Lifeline Australia and other bodies as appropriate to the services provided;
- g. to maintain affiliation and close alignment with Lifeline Australia and support the development of other Lifeline Australia Members;

- h. to work in close liaison with other community service organisations to ensure the services provided by the Company are relevant and effective;
- i. to seek financial support from individuals and organisations, and to enter into any appropriate commercial venture for fund raising purposes to support these Objects; and
- j. to do all such things as may be conducive to the attainment of the Objects set out above or any of them.

Lifeline H2HS use personal information to perform activities necessary to carry out the Lifeline H2HS objectives. These activities include:

- providing crisis support and suicide prevention;
- providing counselling and associated community services;
- conducting education and training in suicide prevention to external individuals and organisations;
- conducting research and evaluation and assurance activities to ensure the delivery of quality services and achieve continuous improvement in service delivery;
- training of Crisis Supporters (a crisis supporter is a person who interacts directly with the help seeker when providing Lifeline Crisis Support services), of front-line workers to support women and children impacted by domestic violence, and Lifeline H2HS employees and contractors in other supporting programs. This includes trainers and students;
- conducting fundraising activities and events to raise funds to support the implementation of the Lifeline H2HS objectives;
- assessing suitable candidates for career opportunities within Lifeline H2HS and managing employees;
- assessing suitable candidates for volunteering opportunities within Lifeline H2HS and managing volunteers;
- communicating with the public and the media, including through websites and social media, to raise public awareness of Lifeline services;
- supporting research and analysis relevant to the Lifeline H2HS objectives;
- conducting investigations, and managing responses, in relation to complaints concerning Lifeline services and the operations of Lifeline H2HS;
- complying with our legal obligations and requirements of bodies which regulate the services we provide; and
- assisting investigations and information requests from third parties, such as the police or the coroner, in accordance with the law.

Use for primary purpose and certain secondary purposes

Lifeline H2HS must only use individuals' personal information for the primary purpose for which it was collected, a secondary purpose to which the individual has consented, or for a purpose related to (or if 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 purposes (and secondary purposes for which consent is required and is sought) should be set out in collection notices, and may include:

Crisis support services	Providing crisis support and suicide prevention services
Counselling services	Providing clinical and/or associated community services such as Financial Counselling or Emergency Relief
Aged Care services	Providing community aid services
Training	Delivering accredited and non-accredited training programs to students under the Lifeline Australia RTO and delivering non-accredited training programs to

	our community and other organisations, and for related program quality and continuous improvement purposes. This includes trainers and students.
Information requests	Supporting Lifeline H2HS's requirements in relation to investigating and facilitating the complaints process, in addition to assisting information requests from third parties, such as the police or the coroner, to undertake investigations.
Marketing and fundraising	Communicating with individuals about donations, products, services, campaigns, causes, and events.
Research	Conducting and/or fund research into Lifeline H2HS's programs and services or research into supporter attitudes and understanding how to improve crisis support services.
Volunteering and other support	Enabling individuals to assist with volunteering, community fundraising, advocacy, or other activities where community's assistance is sought.
Employment	Assessing suitable candidates for career opportunities within Lifeline H2HS and managing employees.
Other issues	Communicating with individuals in relation to Lifeline H2HS operations, activities, and objectives, to verify their identity, to improve and evaluate programs and services and comply with relevant laws.

7. Consent to collect and use personal information

Consent for direct marketing

Lifeline H2HS 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, and
- The relevant individual has not made such a request.

How Lifeline H2HS will obtain your consent for direct marketing

Individuals whose personal information is collected using a collection method that references this Privacy Policy are 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

Email direct marketing 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 H2HS may contact (02) 9498 8805 or marketing@lifelineh2h.org.au to opt out or use the opt out provided on the direct marketing material.

Lifeline H2HS must take all necessary steps to opt such individuals out of direct marketing communications. Requests to opt out of direct marketing communications should be treated in the first instance as a request to opt out of the particular campaign or event to which the communication relates. However, individuals must be given

the opportunity to contact Lifeline H2HS (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 reminders to bank funds raised.

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 should 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.

8. 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 H2HS usually collect personal information from you when you:

- contact Lifeline H2HS over the telephone or by text message;
- contact with Lifeline H2HS in person;
- interact online including via the Lifeline H2HS website, email, Facebook, and Instagram; and
- communicate with Lifeline H2HS in writing including via post.

Lifeline H2HS also collects personal information when you give it to Lifeline H2HS and that information is entered by Lifeline H2HS into IT systems that are provided and supported by Lifeline H2HS and/or Lifeline Australia.

Sometimes Lifeline H2HS collect personal information from a third party or a publicly available source, but only if the individual has consented to such collection or would reasonably expect Lifeline H2HS to collect their personal information in this way. For example, Lifeline H2HS collect personal information:

- from referees provided by you in support of an application for a Lifeline H2HS position (either as an employee, volunteer or as a contractor);
- from Lifeline Australia or other Lifeline Members or Centres in reference to work completed on behalf of these organisations;
- from third parties such as contractors (including fundraising service providers);
- from other organisations that you have donated to, where you have consented to receiving information from like-minded organisations such as Lifeline H2HS; and
- from academic and training organisations where required to verify a person's educational or fit to work status.

Lifeline H2HS may also collect personal information about you from a third party in the course of a person contacting a Lifeline service. Personal information, such as name and contact details, will not be recorded unless you provide this information to us, or if this information is otherwise captured by IT systems or call recordings, and together may create a reasonably identifiable record with Lifeline H2HS.

Minors

Lifeline H2HS makes no active effort to collect personal information from Children under the age of 18. However, Lifeline H2HS may collect personal information relating to Children where the Child has contacted the support services and provides the information directly, or where another individual contacts Lifeline H2HS on behalf of the Child with child safety concerns.

In relation to donations, Children who do wish to submit information to Lifeline H2HS (to process a donation) should secure permission from their parent or legal guardian prior to doing so.

Collecting information through websites

Lifeline H2HS has its own public website (www.lifelineh2hsydney.org.au) and there are several ways in which information is collected through the website.

Analytics

The Lifeline H2HS website uses Google Analytics and an internal tool to collect data about your interaction with the website. The internal tool is hosted by Lifeline H2HS, while Google Analytics is hosted by a third 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:

- your device's IP address (collected and stored in an anonymised format);
- device screen size;
- device type, operating system and browser information;
- geographic location;
- referring domain and out link if applicable;
- search terms and pages visited; and
- date and time when website pages were 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.

Most browsers allow you to choose whether to accept cookies or not. If you do not wish to have cookies placed on your computer, please set your browser preferences to reject all cookies before accessing the Lifeline H2HS website.

The core functionality on these platforms will be largely unaffected if you disable cookies in your browser but you may be unable to access some advanced functions.

Social Networking Services

Lifeline H2HS use social networking services such as Facebook and Instagram to communicate with the public about Lifeline services. When you communicate with Lifeline H2HS using these social networking services your personal information may be collected, but it is only used to help Lifeline H2HS 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 Instagram and Facebook on their websites.

NB: Lifeline H2HS does not provide crisis support or suicide prevention services via Lifeline H2HS's social media platform (Facebook or Instagram).

9. Disclosure of personal information

General Disclosure Practices

Lifeline H2HS 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, bodies or agencies and the disclosure;
- in the case of personal information (that is not sensitive information) relates 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 likeminded 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 or disclosure to police;
- Lifeline H2HS reasonably believe that the disclosure will prevent or lessen a serious and imminent threat to somebody's life, health or safety (including your own) or serious threat to public health, property or public safety;
- the individual has made threats to harm third parties;
- the individual has made threats against Lifeline H2HS personnel;
- the individual repeatedly makes nuisance or unwelcome contact; or
- the disclosure is to a Lifeline H2HS service provider as described below.

Disclosure to service providers

Lifeline H2HS uses service providers that have access to personal information it collects and holds. These include providers that:

- translate interactions with you, if required, into the language you speak; and
- contract trainers and group facilitators who deliver Lifeline support groups and/or community training
- host Lifeline H2HS website servers and Customer Relationship Management (CRM) system.

To protect the personal information they access or receive, Lifeline H2HS:

- enters into a contract which requires the service provider to only use or disclose the information for the purposes of the contract; and
- includes special privacy requirements in contracts, where necessary.

Disclosure to Related Entities and Service Funders

Lifeline H2HS discloses information to service funders according to the contractual obligations of our service agreement with each of those affiliated organisations. Where practicable, this information will be de identified.

Disclosure of personal information overseas

Web traffic information is disclosed to Google Analytics when you visit the Lifeline H2HS website. Google stores information across multiple countries.

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

Lifeline H2HS's databases are hosted on secure servers in Australia (where possible), but we may also use the services of third parties which are hosted on overseas servers. We have measures in place to protect the personal information processed. Reasonable steps have been taken to ensure:

- the recipient of 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.

10. Quality of personal information

To ensure that the personal information we collect is accurate, up-to-date, and complete Lifeline H2HS apply the following data quality procedures:

- information is recorded in a consistent format;
- where necessary, confirm the accuracy of information collected from a third party or a public source;
- promptly add updated or new personal information to existing records when it is provided;
- review the quality of personal information before use or disclosure.

11. Storage and security of personal information

Lifeline H2HS take 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; and
- securing paper files in locked cabinets and physical access restrictions.

Lifeline H2HS 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.

12. Retention of records

Lifeline H2HS will store information for the relevant statutory period depending on the purpose.

In relation to children contacting the crisis support service, Lifeline H2HS 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 it is unknown whether a child has contacted the service, Lifeline H2HS will retain the record for the relevant statutory period.

13. Access and correction

Australian Privacy Principles (APPs) 12 and 13 give you the right to ask for and receive access to personal information Lifeline H2HS holds about you and to ask for corrections to that personal information.

Lifeline H2HS will endeavour to respond within 30 days if you ask for access or correction of your personal information. You will be given access to your personal information and reasonable steps taken to correct it if Lifeline H2HS consider it is incorrect unless there is an exception in APP 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 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; or
- 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 to correct addressed to the Privacy Officer and sent either via email to marketing@lifelineh2h.org.au or via post to 4 Park Avenue, Gordon 2072 and proof of identity.

Proof of identity may be achieved by the 100-point identification system and proof of contact number, certified statutory declaration.

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 laws, unless the information contains the personal information or sensitive information, including health information, of another living person who is reasonably 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 H2HS 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.

14. How to make a complaint or contact Lifeline H2HS

If you wish to contact Lifeline H2HS 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 Privacy Officer at either of the following addresses:

Postal Address: 4 Park Avenue, Gordon 2072 or

Email Address: marketing@lifelineh2h.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 www.oaic.gov.au/privacy/privacy-complaints/ who is independent of Lifeline H2HS.

Appendix: Information collected and uses

A.1. What information is collected when Lifeline H2HS provides crisis support and counselling services?

Lifeline H2HS collects information you provide to the Lifeline H2HS crisis support services and counselling through its role in providing:

- services directly to you and delivered through Lifeline H2HS;
- quality improvement and training activities;
- National telephone and digital crisis line services are managed by Lifeline Australia, and, as such, the Lifeline Australia Privacy Policy is applicable for those services.

For crisis support and counselling services, quality and training specific to Lifeline H2HS, personal information, such as your name and contact details, will not be recorded unless you provide this information to Lifeline H2HS, or if this information is otherwise captured by its systems or call recordings. The following personal information which may include your sensitive information such as health or financial information, may be collected depending on your interaction with Lifeline:

Your name or the names of people you tell Lifeline H2HS about	Such as friends or family you are concerned about.
Your telephone number or email address	If you use Lifeline H2HS's services, then this may be used to communicate with you. Lifeline H2HS's telephone system might also display the number you call us from, or email you have written to us with, or you might give your number or email for Lifeline H2HS to contact you again.
Your address or location	If Lifeline H2HS need to make sure you are in a safe space, or if Lifeline H2HS need to support you by asking authorities to visit your location.
Details about you and others which are relevant to the call or service appointment	For example, if you tell Lifeline H2HS about your health, about the loss of a loved one, about a drug or alcohol problem affecting you or someone you know, about financial matters including debts or

	loans, or if you are thinking about suicide or are worried that someone you know might attempt suicide. Lifeline H2HS take notes about the things you say to us so that we can figure out the best way to help you.
If Lifeline makes a care plan for you	Then Lifeline H2HS might make notes about the actions recommended for you to take or the information given to you.

A.2. What information is collected from a general enquiry?

The information Lifeline H2HS 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 H2HS to:

- receive information from the organisation or to become involved in its campaigns, fundraising or other initiatives (but only if this information is needed to respond);
- make a complaint about the way a Lifeline service has been delivered to you;
- ask for access to information that Lifeline H2HS holds about you;
- notify Lifeline H2HS about a data breach;
- report a matter for investigation; and
- apply for a job vacancy or volunteer position at Lifeline H2HS.

A.3. What information is collected for fundraising?

Fundraising refers to the activities undertaken by Lifeline H2HS to raise funds to support its Services. This includes but is not limited to, facilitating donations, workplace giving and fundraising campaigns.

When you donate, Lifeline H2HS may collect your name, contact details (including phone, email, address), credit card details, bank details, and the amount donated.

Where possible, Lifeline H2HS will collect personal information directly from the individual. However, it is permissible to obtain personal information from third parties such as contractors (including fundraising service providers and other contracted parties). Lifeline H2HS will ensure that any contractual arrangements with a third party will meet all requirements outlined in the Australian Privacy Principles. Until its first use, the broker or, in the case of the data being supplied direct, the owner is responsible for the accuracy and the agreement of those people on the list for their details to be used by third parties.

If personal information about an individual is collected from a third party and it is unclear that the individual has consented to the disclosure of their personal information to Lifeline H2HS, reasonable steps should be taken to contact the individual and ensure they are aware of the collection. In most cases, this can take place simultaneously with the first use of the information by Lifeline H2HS.

Donors also have the availability to 'opt in' to providing other information such as date of birth, employment information, including but not limited to job title, opinions via surveys and questionnaires. This information can be provided to Lifeline H2HS in an 'opt in' basis, and donors may opt out of this at any time

A.4. What information is collected when I purchase from Lifeline H2HS?

When you purchase resources from the Lifeline Shop, Lifeline H2HS may collect your name and contact details, and items purchased.

A.5. What information is collected when I volunteer to deliver Lifeline services

Lifeline H2HS collects personal information necessary to enable the assessment of your application and to register you as a volunteer.

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

A.6. What information is collected when I apply for a job with Lifeline H2HS?

When you apply to work with Lifeline H2HS, personal information collected is necessary to enable an assessment of your application for employment with the organisation.

This may include:

- your résumé, 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 the purpose of managing potential conflicts of interest;
- date of birth;
- proof of Australian citizenship or residency; and
- copies of academic qualifications; and
- NSW Working With Children Number & Fit2Work details.

A.7. What information is collected about Lifeline H2HS employees?

Lifeline H2HS collects personal information necessary to manage its employees.

This may include:

- the employee's employment contract;
- details of financial and other personal interests which may be relevant for the purpose of managing conflicts of interest;
- date of birth;
- proof of Australian citizenship or residency;
- copies of academic qualifications;
- NSW Working With Children Number & Fit2Work details;
- records relating to the employee's salary, benefits and leave;
- bank account details;
- health related information supplied by an employee or their medical practitioner;
- taxation details;
- superannuation contributions; and
- information relating to the employee's training and development.

A.8. What information is collected in the Workforce Management System?

Lifeline H2HS facilitates the use of Lifeline Australia's Workforce Management System (WFMS) for the purpose of forecasting call demand and the allocation of resources across the Lifeline Member network (to support voice and digital (text and chat) services).

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

A.9. What information is collected for delivery of training and education services?

As a Registered Training Organisation (RTO), Lifeline Australia is required by law to collect information from trainers and assessors to verify they possess the requisite qualifications to deliver training and education.

In its delivery of courses within the Lifeline Australia RTO, Lifeline H2HS collects personal information such as student contact details, enrolment forms and academic records.