

About this privacy statement

LiveBetter is committed to safeguarding the confidentiality of personal information collected regarding our customers and their families, staff, volunteers, members and supporters.

This privacy statement applies to all activities of LiveBetter, and complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 and associated amendments. The APPs set out standards and obligations for how we handle people's personal information. This includes how we collect, use, store, and secure personal information, as well as your rights to access or correct your personal information.

Collecting personal information

We may collect personal information directly from you, your representative or a third party. Sometimes we collect personal information from a third party if you have consented or would reasonably expect us to collect the information in this way (for example, from publicly available sources such as websites or telephone directories).

We only collect personal information if that information is reasonably necessary for, or directly related to, one or more of our services. We do not collect personal information about you if you only browse the LiveBetter website, although we may analyse non-identifiable website traffic data to improve the quality of our services.

Using personal information

We only use your personal information for the purposes for which you give it to us or for purposes directly related to providing services to customers. For staff, we only use their information for administrative or workplace health and safety purposes.

We do not give information about you to government agencies, organisations or anyone else unless you have provided informed consent, you would expect us to, or we have told you we will. However, we may disclose information if it is required or authorised by law, or it will prevent or lessen a serious threat to somebody's life or wellbeing.

Storing and securing personal information

We take steps to ensure that the personal information we collect is accurate, up to date and complete. These steps include maintaining and updating personal information when we are advised by individuals that their personal information has changed, and at other times as necessary.

We have technical, physical and procedural controls in place to protect your personal information from loss, unauthorised access, use, modification or against other misuse.

LiveBetter will retain collected information for at least the minimum time required by law. All retained customer information will be securely deleted or destroyed when no longer needed.

Accessing your personal information

You may access personal information that we hold about you, and you can ask us to correct your personal information that we hold. We will take all reasonable steps to amend or delete the information, unless we need to keep it for legal reasons.

If you are on one or more of our mailing lists or email distribution lists, you may ask that your details be removed from the list.

Obtaining further information

If you have any questions regarding LiveBetter's Privacy Policy, or wish to obtain a copy of LiveBetter's Privacy Policy (in a format suitable for you), or to access or correct your personal information, please contact us:

📞 1800 580 580

@ info@livebetter.org.au

✉ PO Box 2500
Orange NSW 2800

🌐 livebetter.org.au

LiveBetter welcomes comments and complaints from customers as this is an important way for us to see how to improve our services for you. You have the right to make a comment or a complaint about any aspect of our services at any time, including how we handle your personal information. You have the right to expect that any comment or complaint you make will be investigated and that complaints will be resolved within a reasonable time frame.

You should be confident that making a comment or complaint about how we handle your personal information will not result in you being discriminated against or your service being negatively affected.

We would suggest that in the first instance you talk to your support worker or case manager. They may be able to resolve the issue to your satisfaction. If you prefer, you may nominate the person in LiveBetter who you would like to have as your contact person when making a complaint.

If the complaint is not resolved, the support worker or case manager will refer you onto their Team Leader who will attempt to resolve your complaint.

If the complaint is still not resolved, the Team Leader will refer you to their Service Manager who will attempt to resolve your complaint.

For any reason you prefer not to raise your comment, complaint or allegation with the appropriate Service Manager you are able to raise it directly with LiveBetter's Senior Manager, Quality by phone on 02 6391 2400 or by email at complaints@LiveBetter.org.au.

At any time during LiveBetter's investigation into your concern, you can get advice from the Privacy Commissioner at the Office of the Australian Information Commissioner on 1300 363 992, by email at enquires@oiac.gov.au or online at oiac.gov.au.

If you need help in raising your complaint, please contact LiveBetter on 1800 580 580 to obtain information about advocacy services which are available to assist you.