

Privacy Notice



This notice is about the way we use your personal information.

It explains what you can expect when you share your personal details with us.

About FACS



The Department of Family and Community Services is part of the New South Wales Government. Our department is often called FACS.

What does FACS do?



We help people with a disability who need housing or support.

We help people who need support at home.

We provide housing services and support.



We plan how to support families, carers, women and older people.



We help children stay safe.

What information do we collect?



When you need our support, we will need to collect some information about you.



Some of the information may be about the support you are getting at home.



Sometimes, this includes details about your family and carers.



Sometimes, we need a lot of information to help you.

Tell us if there are some things you don't want to share.

How we collect your information



Most of the time we will ask you directly for the information.

We can also collect it from another person, if we ask you first, and you say that's OK.

Sometimes we are allowed to collect information without telling you.

Privacy laws



In Australia, we have laws about privacy.

These laws say:

- we must keep information about you safe
- we must tell you how we will use the information about you
- you can ask to see information about you and ask to change it
- you can tell us if you are not happy with how we have used your information.



How we use your information



Sometimes, we need to share information about you with other people who work in FACS.

We may also use your information to help us to work out how we provide services and how we can provide services better.

The rules about sharing information



We can share information about you:

- so that we can give you the help you ask for
- if you say that it's OK
- so that we can prevent problems from happening, or stop people from being hurt
- if we are asked to provide information by the courts or police.



In some cases we can share your information with:

- other parts of the NSW Government
- other state governments
- the Commonwealth government
- other organisations that provide services.

Contact us



If you'd like to know more about the information we keep about you and your privacy rights, you can call us on (02) 9377 6000.



TTY (02) 9377 6167