

Privacy Collection Statement – Uniting Counselling and Mediation Service

Uniting Counselling and Mediation (**UCM**) collects your personal information such as your name and address, general demographic information, relevant court orders, and sensitive information about your history, circumstances, and goals, for the purpose of providing you with counselling, mediation and other family and relationship services.

The privacy of your personal information is important to us and will be protected.

Your personal information includes family law court orders, apprehended violence orders, child welfare court orders or other relevant court orders that contain information about you.

We will request copies of relevant court orders to ensure our service supports the terms of the orders.

Wherever possible we will collect your personal information from you directly. However, we may also request copies of court orders from the court if advised you have an order to attend a UCM service.

UCM will only disclose your personal information:

- to relevant staff to support the provision of counselling, mediation, and other services at UCM; or
- if you give permission; or
- if required or authorised by law, for example, to protect someone from harm, or to share information with a lawyer appointed by the court to independently represent a child's interests, as authorised by the Family Law Act

If you have a court order to attend or participate in a UCM counselling, family dispute resolution or other service, we have a duty under the *Family Law Act* to report any failure to comply with the order to attend or participate in our service.

Where the court has ordered additional services or courses and UCM is not specified as the service provider, we will consider this information, and where Uniting has a relevant service or course, we will invite you to attend.

If we do not collect your personal information, we may be unable to provide you with services.

More detailed information about the way Uniting handles your personal information is set out in our Privacy Policy at www.uniting.org/privacy-policy. Our privacy policy also sets out information about how you may access your personal information, seek correction of your personal information, or make a complaint about a privacy matter.

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