

Survey Ethics and Privacy Statement



We care about your privacy and your safety. We use the information you share about your experience in a respectful and fair way. This page explains why we collect this information, how we use and protect it, and what your rights are.

We ask about your experience to:

- See what is working and what needs to improve.
- Make our services better and safer for clients.
- Find gaps in services and support.
- Advocate to funders and the community for better services and more support.
- Make sure we keep improving our services over time (continuous improvement).

Your rights:

- Taking part in this survey is your choice.
- You can skip questions, stop at any time, or choose not to complete the survey.
- Saying yes or no will not affect your support or services now or in the future.

Privacy and legal protections:

- Your information is stored safely and handled under GenWest's privacy policies.
- Identifying information is only shared if you give consent, or the law requires it (for example, if there is a serious risk of harm).
- GenWest follows these laws and schemes:
 - [Health Records Act 2001](#) (Vic)
 - [Privacy and Data Protection Act 2014](#) (Vic)
 - [Privacy Act 1988](#) (Cth)
 - [The Family Violence Information Sharing Scheme](#) (FVISS)
 - [The Child Information Sharing Scheme](#) (CISS)

How we use your information:

- Your answers may be combined with other service information to help us understand how our services are working.
- Managers and program leaders may look at de-identified responses (no names or details that identify you) to improve services.
- Your practitioner or case worker will not see your answers.
- Your name and personal details are removed before results are shared or reported.
- We only report results for groups of people, not individuals.

Limits of this survey:

- Because answers are de-identified, we cannot follow up on individual issues or requests for help through this survey.
- If you want to give direct feedback, raise a concern, or make a complaint, you can use GenWest's feedback process: genwest.org.au/contact-us/feedback/

Support and questions:

- If you have questions about this survey or how your information is used, you can contact GenWest's Strategic Impact and Quality Unit at siquinit@genwest.org.au.
- If answering these questions brings up difficult feelings and you would like to talk to someone, you can contact: 1800RESPECT (1800 737 732) – a free, 24/7 counselling service for people affected by sexual assault, family violence and abuse.