

YOUTH ENGAGEMENT ALLIANCE

Information sharing charter

Supporting the re-engagement of young Queenslanders



Queensland Government



Table of Contents

Our charter	3
Our principles	4
Our values	6
Glossary	8
1. Introduction	10
2. Authority for information sharing	14
3. Information Privacy Act	16
4. Legislative framework	22
– Education	24
– Employment and Training	30
– Child and Family Services	32
– Youth Justice	34
– Housing and Public Works	40
– Aboriginal and Torres Strait Islander Partnerships	42
– Queensland Health	44
5. Non-government organisations	46
6. Aggregated data exchanges	48
7. Tools, templates and guides	50
8. Where to go for help	60
9. Youth Engagement Hub contacts	62

Youth Engagement Alliance government portfolios:



Education



Employment and Training



Child and Family Services



Youth Justice



Housing and Public Works



Aboriginal and Torres Strait Islander Partnerships



Queensland Health



Queensland Police Service (QPS)

Educational partners:



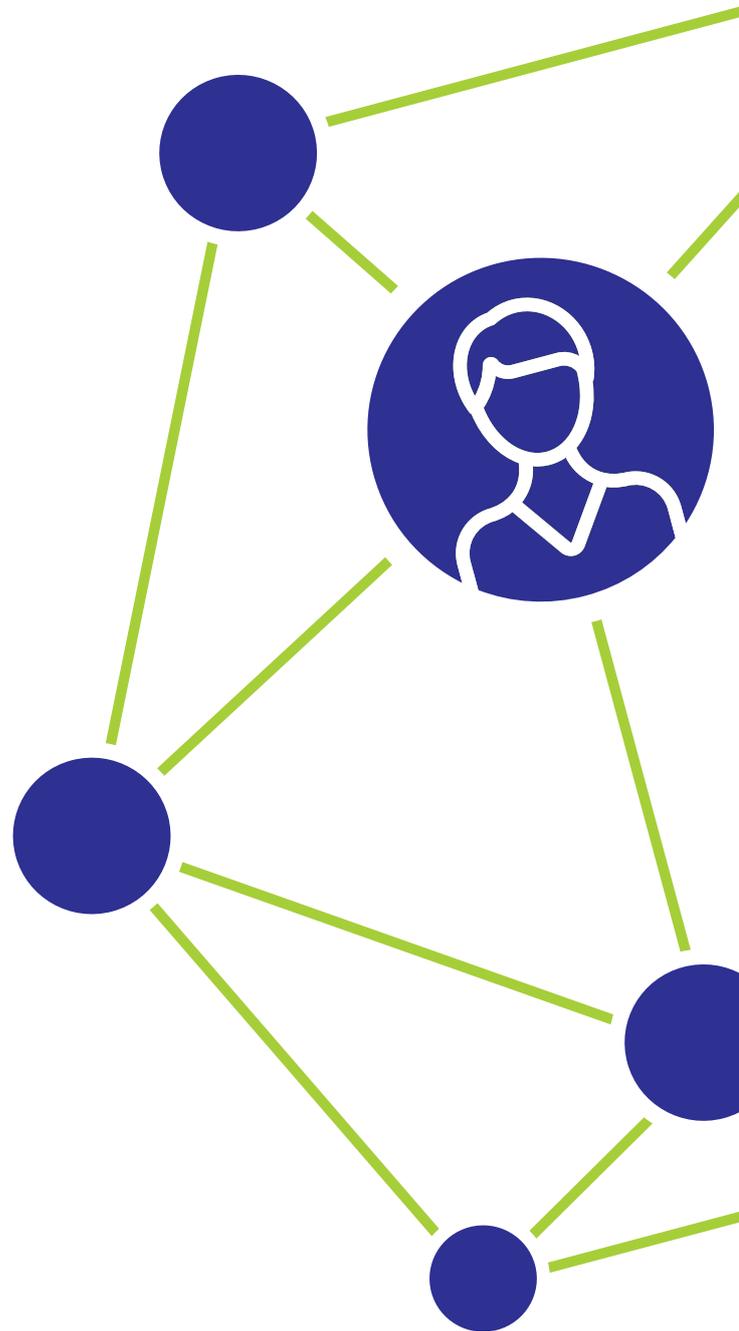
Queensland Catholic Education Commission



Independent Schools Queensland



TAFE Queensland



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Our charter

The Queensland Government is made up of thousands of dedicated people who work together to improve the lives of young Queenslanders. Some of those lives are complex and require complicated and holistic support from a number of agencies and a number of people. How we share information to better support these young people is complex, but is also integral to achieving positive outcomes.

This Charter is the Youth Engagement Alliance's commitment to supporting you in your work with young people, providing guidance on how to approach the daily challenge of considered sharing of information that supports youth engagement.

Information sharing is a balance, a balance between protecting the privacy of children and young people and the delivery of high-quality and holistic government services.

The Charter supports you to find the right balance by outlining our commitment to supporting information sharing through our values for collaboration and our principles of information sharing for youth engagement.

In addition, the supporting material highlights the relevant legislation you need to know about, debunks myths and provides tools to instil the confidence you need to share information appropriately.

The Charter complements the *Information Privacy Act 2009* (IPA) and its extensive guidance material, and reinforces the obligations of every officer to familiarise themselves with the IPA requirements.

This is a document to help you share information more effectively so you are better equipped to help improve the lives of Queensland's youngest generation.

We value your contribution to the lives of young Queenslanders and we hope this Charter assists you in the important work you do.



Youth Engagement Alliance

Our principles

Youth Engagement Alliance: Information Sharing Principles

The Youth Engagement Alliance has established the following Information Sharing Principles as the overarching goal for all agencies. The principles reflect best practice and what we think can be achieved. The information and tools contained in this Charter are designed to support you in incorporating these principles into your practice.

Act in the best interests of all children and young people

Staff from all agencies involved in youth engagement have the best interests of children and young people at heart. When we share information effectively, professionals working across all departments can better serve the needs of some of the most vulnerable members of our community.

Achieve success through a foundation of respect and trust

The quality of the relationship that exists between participating partners forms the basis of effective information sharing. Each agency can offer different and valuable perspectives and expertise. All partners must be trusted to make the best decision for the child or young person using the information they have.

Promote a culture of information sharing

The importance of effective information sharing is recognised at every level of government and its partners to enable quality service delivery for young people. All Queensland Government employees are required, under the Code of Conduct, to behave in a collegiate way, aimed at achieving positive results through effective information sharing.

Our non-government education partners are covered by similar codes and professional standards, and registered teachers must also adhere to their own professional standards.

Involve children and young people in decisions — seek consent

Where possible, and if it is safe to do so, a child or young person must give permission for their information to be shared. Where children do not have the capacity to understand and make decisions concerning their personal information, parents and guardians make these decisions on their behalf.

Service providers must respect that information is owned by the individual and encourage the gaining of permission where appropriate. When seeking consent, discuss with the young person or their parent/guardian how their information will be used and inform them of their rights and options for legal recourse.

Share what is relevant when necessary

While information sharing is essential for service providers to do their jobs well, information should be chosen selectively and only be shared with those people who need to know. Share information with individuals who hold the appropriate authority, and only share what is necessary for the decision that needs to be made. Always create a record of what was shared, how it was shared, and who it was shared with.

Above all, protecting information is paramount

While information sharing is necessary to improving service provision, those with access to a child or young person's information must give careful consideration to its use. Any breaches could cause harm to the individual, reduce trust in service providers, and hamper future attempts to support young Queenslanders.

Our values

Outcomes focused

Our attention is placed on the needs of young Queenslanders. Our purpose is to support young Queenslanders to achieve the qualifications necessary to live a fulfilling and productive life. We know for some young people there are a range of psychological, physiological, physical and institutional supports they need before, or concurrent to, educational re-engagement.

Focusing on outcomes means considering when cross-agency collaboration is needed, what proportionate governance is needed for that collaboration, what evidence shows is best practice collaboration for that issue, and how to embed continual improvement into all collaboration models. It means acknowledging and supporting professional decision making at every level to encourage a philosophy of outcomes-based decision making.



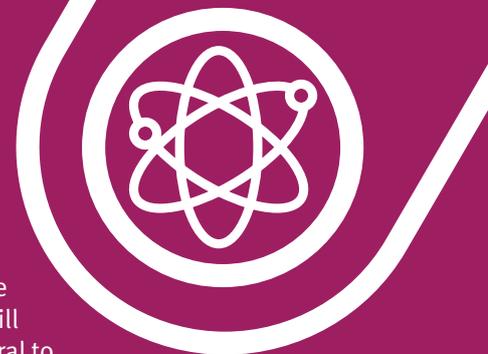
Child centred

We will build a strong culture of commitment to every young person. At the core of our decisions is attention to the wellbeing of the young person. Every profession and every agency will collaborate to focus their efforts on the immediate best interests of each young person and continue to support each step of that young person's transition through to re-engagement with education, training or employment. Every decision we make will acknowledge that the 'right' education, training or employment pathway is different for each young person. We also acknowledge that vocational education and training is the right pathway for vocationally oriented young people, not a secondary option to further education or an alternative education pathway.



Holistic

We will provide a continuum of services accessible to all young people. Their needs can be complex requiring a combination of inclusive services and interventions provided by numerous agencies working in tandem. Regardless of a young person's point of entry, there is no wrong door, and young people will be able to access the right mix of support services provided by the Queensland Government and its partners. Professionals who engage with young people will be cognisant of the complex concerns a young person may be encountering, and will be alert to circumstances that may warrant collaborative approaches and/or referral to other support services.



Our work is underpinned by an agreed set of core values

Local responses



People at the front-line are the best at identifying the needs of young people. They know how to deliver flexible, creative and innovative strategies to re-engage them. Information sharing, collaboration, and tools and resources can help frontline staff to work efficiently. Staff at central offices and in regional teams will work to empower local decision making and ensure decisions about re-engagement programs incorporate local knowledge and expertise.

Reciprocity



Our actions must demonstrate a willingness to collaborate. Our interactions will necessitate some give and take and encourage diverse views. Every agency involved can bring valuable skills and expertise to the table, and we will respect each other's expertise and the multi-disciplinary view we can achieve together. The diverse services we offer to young people are deservedly rich and each professional and every officer is the best person to make decisions in their area of expertise.

Information sharing



We must be willing to share information so people can make informed decisions. Professionals and managers on the ground can only make good decisions about a young person when they have all the information they need. The flow of information between departments, while complying with ethical and privacy protections, is vitally important. This Information sharing charter will give officers and professionals an understanding of legislated information-sharing powers, and the expectations of the Alliance when applying these powers.

Glossary

Definition of a person

- ▶ The *Acts Interpretation Act 1954* (Qld) defines a 'person' to include an individual or a corporation.

Child or young person?

A child is defined in the *Acts Interpretation Act 1954* (Qld), the *Supreme Court Act 1991* (Qld), and the *Youth Justice Act 1992* (Qld) as anyone under the age of 18.

Throughout this document a child — anyone under the age of 18 — is referred to as a young person. The term young person or young people better reflects how at-risk and disengaged young people identify themselves.

In addition, the charter uses the term 'young person/people' as most youth engagement work is targeted at 10- to 18-year-olds.

Some youth engagement work will involve young adults beyond the age of 18, up to the age of 25. Officers should recognise and identify that legislation may apply differently to the 18- to 25-year-olds they are working to re-engage.

 ***Side note:** An adult is defined by the *Acts Interpretation Act 1954* (Qld) as anyone aged 18 years or over.

What is personal information?

- ▶ Personal information is 'information or an opinion, whether true or false, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion'. Examples include:
 - date and place of birth
 - political and religious beliefs
 - financial, criminal, school or health records
 - work information.

What is fully informed consent?

- ▶ For consent to be fully informed, agencies must give the individual enough information to understand:
 - what personal information is to be collected, used or disclosed
 - for what purpose or purposes
 - who the information is being given to, any person or body they will pass it on to, and how the recipient(s) will use the information.

Why is consent important?

Seeking consent from a young person, or their parent/guardian, to share their personal information (for youth engagement) is best practice. It fits our principle of involving young people and their families in decisions about their lives, and it also provides a legal authority to share in the majority of circumstances. Many exceptions to confidentiality provisions within legislation allow for disclosure with the consent of the person to whom the information relates. In addition, consent is one of the exceptions allowing the disclosure of personal information under IPP 11 and NPP 2 of the IPA.

For these reasons officers should endeavour to seek consent and use it as the basis for disclosure wherever possible.

Age of child vs capacity to consent

- ▶ In order to determine if a child is able to consent, you must assess the child individually to determine if they have sufficient maturity, understanding and intelligence to enable them to understand fully what is proposed.

Capacity refers to the ability of a child to make an informed choice about whether or not to agree to a disclosure. This includes the ability to comprehend relevant information, to understand the consequences of a choice in relation to that information, and to make a choice.

The age of a child, by itself, is not a valid determinant of capacity. It is not possible to identify an age above which all children are competent to make decisions and below which all children are not competent. The child's capacity to make a decision also depends on the particular decision that needs to be made, its complexity and the gravity of the consequences.

** Source — Gillick v West Norfolk and Wisbech AHA [1986] AC 112.*

Where a child or young person is incapable of providing fully informed consent, their parent or guardian should provide consent on their behalf.

Who is the Chief Executive?

Legislation often provides decision making powers to the Chief Executive. For most agencies the Director-General will be the Chief Executive.

How to tell when you're working with a state or non-state school

For most schools it will be self-evident in the name, through the use of the government crest and departmental branding on the school site.

If not, you can utilise the my school site which filters schools by their state or non-state status.

- ▶ www.myschool.edu.au

Re-engagement

Re-engagement refers to the work of supporting young people who have disengaged or are at-risk of disengaging from education, training or employment.

For most young people the goal of this work is re-engagement with school, but for a small cohort engaging with a training or employment pathway is more appropriate.

Education and wellbeing

Some exceptions to statutory confidentiality provisions allow disclosure of personal information where it contributes to, or promotes the wellbeing of a young person.

In these circumstances decision makers should consider that engagement with education is fundamental to, and a positive influence on, a young person's wellbeing.

1. Introduction

The Youth Engagement Alliance is a group of nine key government agencies and three non-government education partners dedicated to promoting collaborative efforts to ensure no young person is left behind, and to support every young person in making a successful transition to further education, training or employment.

The Information Sharing Charter is the third publication the Alliance has developed to support agencies in their engagement efforts.

To view the Alliances' other resources, please visit www.qld.gov.au/youthengagementalliance.

Why information sharing matters for youth engagement

Effective information sharing is essential when working to improve the lives of young people. There are many reasons why children and young people become disengaged with education, training or employment, and it is often a combination of factors that leads to their disengagement.

So how can multiple organisations and agencies help a young person meet the many challenges they face, without having them re-tell their story and provide their personal details time and time again?

The answer lies in how we share information.

To help you share information more effectively, the Youth Engagement Alliance has developed this Information Sharing Charter which supports young people re-engage with education, training and employment. The Charter documents the legislation you need to know about, sets out information-sharing scenarios, and provides tools, templates and contacts for you to use.

Who we help to re-engage

Children and young people who disengage with education do so at different ages, and it can be a rapid onset or a long build-up from the earliest school years. For that reason there is no definitive age-range that re-engagement activity covers. However, when talking about sharing information for the purposes of re-engagement, we generally focus on young people between the ages of 10 and 18 years.

Benefits of information sharing

When we share information among agencies, it helps us deliver better services, and most importantly, helps us better support our young people. Recognising these benefits is often an important step towards creating a culture of information sharing.

Better outcomes for young people

Improved information sharing across government helps young people succeed by:

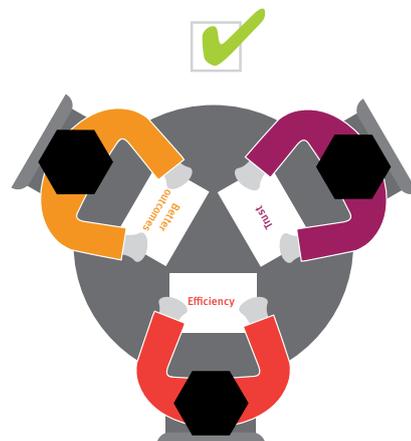
- ▶ *decreasing the burden of sharing their story numerous times with multiple agencies, allowing them to spend more time on education, training and employment pathways*
- ▶ *reducing the number of times they have to re-live traumatic experiences, which supports their wellbeing*
- ▶ *promoting better service delivery, so we are better equipped to help them.*

Greater trust and confidence in government

Improved information sharing helps young people and the wider population develop greater trust in government. Being open about what information we collect, why we collect it, and who we share it with, helps build trust and eliminates the need for young people to repeatedly disclose uncomfortable or traumatic information. In turn, young people can feel confident that government is collecting only the information it needs to deliver support services, and sharing it only when it promotes a young person's wellbeing or is required by law.

More efficient organisations

Effective information sharing among government agencies permits a single contact point to be established to collect information. This can help (where lawful) avoid the same information being collected by multiple agencies, and save time, money and resources, while promoting collaboration among agencies.



Barriers to information sharing

This document is designed to assist you in overcoming real and perceived barriers to information sharing. In some cases the reasons to not share information are legitimate, this section outlines some of the common barriers and helps you assess whether they are *real* or *perceived*.

There are a number of obstacles to information sharing, many of which are familiar right across the world. In some cases, these barriers are warranted, such as when there is no clear legal authority to disclose information. In other situations, perceived obstacles arise due to misinterpretation, uncertainty, or cautious protection of personal information.

Below are some of the common barriers to information sharing experienced within the Queensland public service. Being aware of these barriers can help you overcome them. However, it is important to remember that information cannot always be shared and that some barriers exist for legitimate reasons, including the need to protect a young person's privacy. In most circumstances at least some information can be shared, with due diligence, and with appropriate authority and consent.

Constraints in the legislative framework

In many cases the legislative framework that agencies operate within governs how they interact with their stakeholders, and outlines their information-sharing limitations. These legislative constraints prescribe the precise circumstances in which information collected under an Act or for the purpose of an Act can be shared. For example, under the *Education (General Provisions) Act 2006* (EGPA) the section 426 confidentiality provision provides a list of the exceptions to

confidentiality under the EGPA, where information collected about a young person, as a result of being enrolled for the purposes of compulsory schooling and compulsory participation, can be disclosed.

Other government agencies must comply with similar provisions in other legislation.

Understanding these provisions and knowing when sharing is allowed is fundamental to improved information sharing.

Constraints in privacy legislation

The *Information Privacy Act 2009* (Qld) (IPA) also imposes privacy obligations on agencies in relation to how they deal with personal information, including collection, storage and security, use, disclosure and transfer of personal information overseas.

In terms of the relationship with other Acts prohibiting the disclosure of information, section 7(2) states that the IPA operates subject to the provisions of other Acts in relation to dealing with personal information. For more information on the IPA and how it operates see page 16.

The *Privacy Act 1988* (Cth) imposes privacy obligations on non-government organisations with an annual turn over of \$3 million or more in Australia. For more information on the Privacy Act (Cth) and how it operates see page 46.

Lack of clarity of information sharing policy

Information sharing involves many competing issues, and those who deal directly with young people and make decisions about how to share their personal information need clear guidance from the centre of their agency on how to approach these decisions.

This Charter represents an effort by the member agencies of the Youth Engagement Alliance to better support our people who work to re-engage young people.

Privacy risks

A further barrier to information sharing is the potential for privacy breaches. Such breaches can result in serious damage to young people, and to reputational damage for agencies.

When you receive a request for personal information, it can sometimes be difficult to ascertain the risks involved with making a disclosure, particularly where there are competing interests at play. To protect their clients and their information assets, some organisations or officers may err on the side of caution and decide not to disclose, despite there being compelling benefits to allowing another party to access that information.

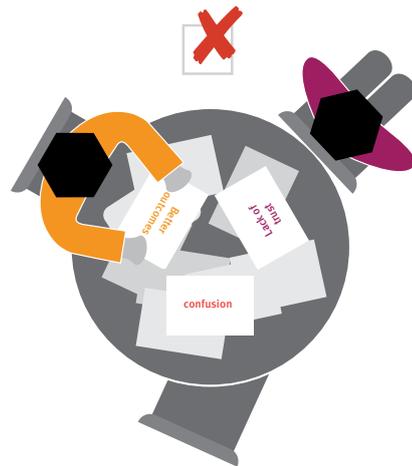
Overcoming excessive risk aversion can be a challenge and requires decision makers within each agency to show strong leadership, recognise the value of information sharing, and acknowledge that potential risks must be balanced against the benefits for the young person. There will always be some risks associated with information sharing, but these risks are often outweighed by the potential benefits to the young person.

***Side note:** While the IPA may at times be perceived to be a barrier to information sharing, this is not the case where an agency discloses personal information as required or permitted by law. Privacy breaches occur where an agency fails to comply with its privacy obligations under the IPA. Improved understanding of, and practice in, information sharing will minimise this risk.

Lack of trust

Engaging with another party or government agency to share personal information about vulnerable young people requires trust. Such trust works in a number of ways. Firstly, the disclosing party must be able to trust that the recipient will handle the information in accordance with privacy and storage obligations, adhering to both an agencies legislative framework and the IPA where applicable. They must also trust that the recipient will only use the information for the agreed-upon or consented purpose.

***Side note:** Once you lose the trust of a young person, it can take significant effort to regain it. Additionally, such loss of trust can spread beyond the officer and organisation that made the disclosure, and cause a loss of trust in government services, including education and training.



2. Authority for information sharing

Have you ever requested information about a young person from another agency, but rather than receiving information which might improve that young person's life, you were met with resistance or a refusal on the grounds of policy or legislation?

This section outlines the imprimatur for information sharing across Queensland Government and clarifies some of the common myths that can stifle information flow.

Queensland Public Service, Code of Conduct

All Queensland public servants are required to uphold the Code of Conduct. One of the requirements within the code is to work as an integrated service.

2.3 Work as an integrated service

In order to deliver excellence in customer service, we will work together to address complex issues and provide integrated services to the community.

We have a responsibility, where appropriate and in accordance with our official duties, to:

- ▶ *share information across Queensland public service agencies, where permitted by law, to enhance the seamless delivery of services,*

www.forgov.qld.gov.au/2-promoting-public-good-code-conduct.

With this in mind, we all have a responsibility to share information with other agencies, where it is permitted by law. When you request information from another agency, remember that you are asking them to uphold the Code of Conduct. And when you receive a request, understand that it is not in the government's interest for you to withhold information that can be legally shared.

Information Privacy Act 2009 (Qld)

The *Information Privacy Act* (IPA) imposes privacy obligations on Queensland Government agencies in relation to how they deal with personal information, including collection, storage and security, use and disclosure.

The IPA places parameters around how and when information can be shared — to protect privacy — not to impede sharing. In fact, Section 4 clearly articulates that the IPA does not discourage or prevent the sharing of information where it is permitted by law.

The IPA exists to protect personal information from abuse or misuse, but government officers should not use it to justify the unnecessary withholding of information which can prevent seamless service delivery.

Legislative framework

Each agency operates under a legislative framework which governs their activities; including how and why personal information is collected. These Acts also contain provisions for the sharing of personal information collected under them. Although information can only be shared in specific circumstances, the Acts themselves support the sharing of personal or confidential information — *where relevant, and with due diligence.*

 ***Side note:** *Some legislation will apply to more than one agency and place different obligations on different agencies. For example some of the requirements in the Child Protection Act 1999 apply to multiple agencies, including the Department of Child Safety, Youth and Women (DCSYW), the Department of Education (DoE), and QPS.*

Privacy Act 1988 (Cth)

The *Privacy Act* (Cth) imposes privacy obligations on non-government organisations in Australia, regulating the collection, storage, use and potential disclosure of personal information.

The Privacy Act (Cth), sets out its objectives in section 2A, stating that among other things they are:

- (a) to promote the protection of the privacy of individuals
- (b) to recognise that the protection of the privacy of individuals is balanced with the interests of entities in carrying out their functions or activities.

Once again, the privacy legislation supports the sharing of personal information connected to the execution of an organisation's functions.

3. Information Privacy Act

The Information Privacy Act (IPA) provides for the fair collection and handling of personal information in the Queensland public sector and a right of access and amendment of personal information in the government's possession or control unless on balance, it is contrary to the public interest to give the access or allow amendment (section 3).

It is essential that you have an understanding of how the IPA operates, your obligations outlined in the Information Privacy Principles or National Privacy Principles for health agencies, and what is required in the event of a potential privacy breach.

Interaction with other legislation

Section 7(2) of the IPA provides that the IPA operates subject to the provisions of other Acts in relation to dealing with personal information. Where the agency relies upon relevant legislation to deal with personal information, the IPA will operate subject to the provisions of the relevant legislation.

Information Privacy Principles (IPPs)

The full text of the IPPs is available in schedule 3 of the IPA. In summary, the IPPs cover the following:

1. collection of personal information (IPPs 1, 2, 3)
2. security and storage of personal information (IPP 4)

3. information about personal information holdings (IPP 5)
4. access and amendment of personal information (IPPs 6, 7)
5. use of personal information (IPPs 8, 9, 10)
6. disclosure of personal information (IPP 11).

Where personal information has been collected under legislative authority, the personal information is also subject to the IPA. Whilst the collection of the personal information may be authorised, the information must also be collected in accordance with IPPs 1–3. Thereafter the agency must ensure it deals with the personal information in accordance with relevant legislation (particularly in relation to any use and information sharing provisions contained therein) as well as the privacy obligations set out under the IPA. In terms of disclosure, the IPA itself does not provide authority to disclose personal information in the absence of other relevant legal authority to disclose such information.

IPPs 8–10 set out privacy obligations in relation to use of personal information. IPP 10 states that an agency having control of a document containing personal information obtained for a particular purpose must not use the information for another purpose unless the exceptions apply. Similarly, IPP 11 sets out limits on disclosure of personal information. An agency cannot use personal information for another purpose or disclose personal information to an entity other than the individual the subject of the personal information, unless one of the exceptions in IPP 11 apply.

Use or disclosure

For the purposes of the IPA, a use of personal information is different to a disclosure, and this distinction must be understood to correctly comply with IPPS 10 and 11, and NPP 2.

The distinction is detailed in section 23 of the IPA. Generally speaking an entity *uses* personal information if it manipulates, searches or otherwise deals with the information or takes the information into account in the making of a decision or transfers the information internally to an area with a different function.

An entity *discloses* personal information to another entity if the second entity does not already know the information and is not in a position to find it out, and the first entity gives the second entity the personal information or places it in a position to find it out, and the first entity ceases to have control over the second entity in relation to who will know the personal information in the future.

For more information on the concepts of use and disclosure, visit www.oic.qld.gov.au/guidelines/for-government/guidelines-privacy-principles/key-privacy-concepts.

Relevant information

The Office of the Information Commissioner (OIC) website provides a large number of resources to assist government agencies and officers to interpret and implement the IPA. Below are some of the key information and descriptions from the OIC website. For the full collection of IPA resources, visit www.oic.qld.gov.au/guidelines/for-government/guidelines-privacy-principles.

What is personal information?

Personal information is ‘information or an opinion, whether true or false, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion’.

Examples of personal information can include an individual’s:

- ▶ date and place of birth
- ▶ political and religious beliefs
- ▶ financial, criminal or health information
- ▶ work information.

Personal information can be text in a document, but it can also be a video, photograph or pictures drawn on paper. An individual does not necessarily have to be named for information about them to be personal information. Sometimes the individual’s identity can be ascertained from the information itself.

The OIC provides a checklist for determining whether information is *personal information* at www.oic.qld.gov.au/__data/assets/pdf_file/0005/6953/checklist-what-is-personal-information.pdf.

Do the privacy principles apply to all public bodies?

No. The privacy principles apply only to ministers, Queensland Government departments, local government and public authorities. They do not apply to private individuals, businesses, community groups or non-Queensland Government agencies.

Further, other than for Chapter 3 (disclosure and amendment by application under the IPA), the privacy principles do not apply to an entity listed in Schedule 2 of the IPA. This includes grammar schools to which the *Grammar Schools Act 2016* (Qld) applies.

 ***Side note:** As a statutory authority of the Queensland Government, TAFE Queensland must comply with the IPA and the IPPs.

Special allowances for law enforcement agencies

Law enforcement agencies have extra flexibilities in the way they deal with personal information as long as those dealings are reasonably necessary for specific law enforcement activity. A law enforcement agency can include a compliance unit within an agency.

 ***Side note:** *The IPA currently provides, in section 29, for special provisions for law enforcement agencies and non-compliance with the IPPs. However, there is no equivalent provision for health agencies in the NPPs.*

National Privacy Principles (NPPs)

The NPPs found in schedule 4 of the IPA apply exclusively to health agencies, including bound contracted service providers, when collecting, accessing, storing, using and disclosing personal information.

The individual privacy principles for health reflect in part the unique nature of personal information in the health context and provides greater consistency across the Australian health sector.

Further information about the NPPs may be found at page 44 of this Charter. In addition, the Department of Health's Privacy Plan sets out details of how that health agency holds and handles personal information.

 ***Side note:** *The IPPs in schedule 3 of the IPA do not apply to health agencies or their bound service providers.*

Transferring information outside Australia

Section 33 of the IPA sets out when an agency may transfer personal information outside Australia. There are four main circumstances in which a transfer can occur:

- ▶ section 33(a) — the individual has agreed
- ▶ section 33(b) — the transfer is authorised or required under a law
- ▶ section 33(c) — the agency is satisfied on reasonable grounds that the transfer is necessary to lessen or prevent a serious threat to the life, health, safety or welfare of any individual, or to public health, safety and welfare
- ▶ section 33(d) — if two or more of the criteria in 33(d) apply.

For more information, visit www.oic.qld.gov.au/guidelines/for-government/guidelines-privacy-principles/transferring-personal-information-out-of-australia/sending-personal-information-out-of-australia.

Web survey tools such as Survey Monkey and social media are two examples where personal information may be transferred outside Australia. Officers using these services in their practice should consider the privacy implications, for more information on web survey tools and the IPA, visit www.oic.qld.gov.au/guidelines/for-government/guidelines-privacy-principles/transferring-personal-information-out-of-australia/web-survey-tools-and-the-privacy-principles.

Contracted service providers

Agencies are increasingly engaging an external entity (contracted service provider) to perform some of their functions or activities. This process of contracting out an agency's services or functions to an external provider is commonly referred to as 'outsourcing'.

If the provision of services under the contract or other arrangement involves the exchange or handling of personal information, the IPA requires the contracting agency to take all reasonable steps to ensure that the contracted service provider complies with the IPPs or NPPs (for health agencies) — see sections 35–37 IPA. For example, DoE standard contracts include provisions requiring contracted service providers to comply with the IPA and the IPPs.

Once bound, the contracted service provider is responsible for any breach of the privacy obligations in the IPA and an individual is able to make a privacy complaint against the contracted service provider.

If the contracting agency does not take all reasonable steps to bind the contracted service provider, the contracting agency will be responsible for any breach of privacy arising from the actions of the contracted service provider.

Only services that are performed on behalf of an agency (contracted out) require compliance with the IPPs or NPPs for contracted services on behalf of health agencies. For non-state schools, government funding does not invoke compliance with the IPPs. Instead, they must comply with the Commonwealth Privacy Act and the Australian Privacy Principles.

For more information about contracted service providers and the IPA, visit www.oic.qld.gov.au/guidelines/for-government/guidelines-privacy-principles/contracted-service-providers.

Information Privacy Act: Myths busted

The Office of the Information Commissioner (OIC) has busted some myths about information sharing. Below are some of the corrected myths most relevant to youth engagement. You can view all the busted myths at www.oic.qld.gov.au/guidelines/for-government/guidelines-privacy-principles/applying-the-privacy-principles/top-ten-privacy-myths-busted!



The IPA applies to material in the public domain.



Privacy stops government information flow — you can't tell anyone anything.



Not really. The IPA has specific relaxations for personal information that is publicly available:

- ▶ you are not disclosing personal information if you give it to someone who already knows the information or is in a position to find it out; for example, if that information is publicly accessible
- ▶ the privacy principles do not apply to generally available publications, for example, public registers, electoral rolls, telephone directories, or to Queensland Parliamentary proceedings or published decisions of courts and tribunals, but do apply to any action that an agency takes with the information contained in the publication, and
- ▶ personal information published by an individual loses some of the IPA's privacy protections; any related or connected information is not subject to several privacy principles. Publishing includes radio, print and television media as well as posting on the internet.



Not correct. The privacy principles provide for fair handling of personal information; they accordingly allow for the appropriate flow of personal information within and between agencies.

Where an agency has collected personal information for a particular purpose, there are no restrictions on an agency using the personal information for that purpose. Where the individual was made aware that their information will be passed to a third party, the information can also be disclosed. There are a number of circumstances under which personal information obtained for one purpose can be used for a different purpose. There are similar circumstances for an agency providing personal information to third parties, including with the individual's express or implied consent.



Privacy means you have to get the individual's consent before dealing with their personal information.



Not quite. Consent is one of a number of exemptions for the secondary use or disclosure, or transfer overseas, of personal information, but an agency is not obliged under the IPA to pick consent over another exemption.

A common misconception is that an agency must obtain the consent of the individual before asking a third party for personal information about the individual. An agency also does not require the individual's consent to store their personal information or to use it, however obtained, for the purpose for which it was collected.

4. Legislative framework

To effectively share information across government, a mutual understanding of the legislative framework helps clarify the boundaries and the considerations each agency needs to make.

This section documents the key privacy and confidentiality provisions relevant to each agency, any relevant delegations and the supporting policies, procedures and guidelines. It also provides scenarios which may assist officers to understand how sharing can happen in accordance with the legislative requirements.

This summary does not represent a comprehensive overview, and officers of each agency are responsible for reviewing and familiarising themselves with the legislation governing their practice.

Types of sharing provisions

Mandatory reporting obligations

Some provisions impose mandatory reporting obligations on officers. For example section 13E of the Child Protection Act (CPA), which requires certain professionals to be mandatory reporters of suspected child safety concerns.

Statutory information sharing provisions

Some provisions expressly allow sharing in certain circumstances and for particular reasons. For example section 251A of the EGPA which allows for sharing with particular entities for re-engagement purposes.

Statutory confidentiality provisions

Some provisions expressly prohibit the sharing of confidential information, but also provide specific exceptions to the prohibition, such as section 187 of the CPA or section 426 of the EGPA. These exceptions often include where the young person or parent/guardian consents to disclosure, or where it is authorised by or for a purpose of the Act.

What amounts to a purpose of a particular act is important. For example, re-engagement in education is not a purpose, or an object, of the Housing Act. In these, circumstances relying on a consent exception will be necessary, which highlights the importance of seeking consent wherever possible.

Authorised by or for a purpose of an Act?

When relying on exceptions to confidentiality provisions it is important to understand the different applications of the terms 'authorised by an Act' or 'for a purpose of an Act'.

The term 'authorised by an Act' has a narrower scope than the term 'for a purpose/s of an Act', and will apply in a narrower range of circumstances. Being 'authorised by an Act' requires there to be an express statutory reference which expressly notes that the disclosure of confidential information is 'authorised' in certain circumstances.

Alternatively, the terms 'for a purpose/s of an Act' or 'for the administration of an Act' allow a wider range of activities to be undertaken. Generally, all that is required to fall within these types of exceptions is to establish that the disclosure of the relevant information was undertaken for the purposes (often as part of the identified functions under the relevant Act), or was required directly or impliedly for the administration of the relevant Act.



Education

The Department of Education (DoE) is dedicated to ensuring that all young people have the opportunity to engage with education. In 2016, DoE made a commitment to actively re-engage those young people who have fallen out of the education system. This is a moral imperative underpinned by the belief that some young people deserve and often require multiple opportunities to succeed.

Work to achieve this commitment has included the establishment of Regional Youth Engagement Hubs in every DoE region, dedicated to case managing, tracking and supporting young people back into education, training or employment. Through their case-management role the hubs are well situated to be a conduit of cross-agency information sharing.

DoE is acutely aware that many young people that disengage face complex and multiple barriers to re-engagement, and receive support from multiple government agencies. It is essential DoE is able to communicate and support other agencies and services to ensure holistic issues are addressed alongside re-engagement.

Legislative framework

- ▶ *Education (General Provisions) Act 2006* — (EGPA)

Early Childhood Education and Care (ECEC) legislation is not included in the Charter, as the primary focus of youth engagement is young people 10- to 18-years-old. However, the Early Childhood and Community Engagement Division recognises the value of information sharing among agencies.

***Side note:** *The EGPA and the confidentiality provisions within only apply to student, prospective student or former student information. The personal information of teachers, staff or parents will be exclusively governed by the IPA.*

EGPA

DoE staff can share student, prospective student and former student personal information collected under the EGPA in accordance with section 426 and, in particular circumstances, section 251A of the EGPA.

Section 426

Section 426 allows information sharing in a variety of circumstances (see section 426(4) for the complete list), for youth engagement purposes the most relevant subsections are (4)(a) — for a purpose of the Act, (4)(b) — with consent, and in limited circumstances subsection (4)(e)(ii) in the public interest.

***Side note:** *There are other circumstances within section 426 that allow for information sharing. You should familiarise yourself with the entire provision.*

Subsection 4(a)

Subsection 4(a) allows for the sharing of personal information where it is for a purpose of the EGPA. To determine whether the sharing is for a purpose of the Act see sections 5 and 6 of the EGPA.

Subsection 4(b)

Subsection 4(b) allows for the sharing of personal information with the consent of the person to whom the information relates, or if the person is a child unable to consent, with the consent of a parent of the child. Given the Information Sharing Principles state that officers should seek consent wherever possible this provision should be relied upon in most circumstances.

Consent must be fully informed, that is, it should spell out exactly what information is being shared, who it is being shared with, and why it is being shared. This Charter includes templates for a privacy notice and a consent form which may assist you when preparing a record of consent.

For guidance on whether a young person has capacity to consent to information sharing, visit <https://oneportal.deta.qld.gov.au/Services/LALB/Pages/Studentrequestnotgiveschoolinginfoparents.aspx>.

Section 251A

Section 251A allows for the sharing of personal information to help in carrying on re-engagement activities (re-engagement activities are listed in section 6(b) of the EGPA). The Director-General may disclose the following information about a young person in the compulsory participation phase to an entity the Director-General considers appropriate.

- a) name and any previous names
- b) address
- c) date of birth
- d) the last eligible option in which the young person participated
- e) other information prescribed under a regulation.

The Act provides examples of entities that may be appropriate:

- ▶ a provider
- ▶ a youth support entity
- ▶ a human services entity.

A provider means a state school, a non-state school, a registered higher education provider and a registered training organisation.

Youth support entity is not defined in the EGPA, so the term takes its ordinary meaning.

The EGPA defines human services entity, as a Commonwealth, state or local government entity with functions relating to human services.

Delegation

Importantly, this power is delegated to regional directors (see page 37 of the Delegation of Director-General's Powers under the EGPA). Officers seeking to share information under the authority of section 251A must do so through the relevant regional director, DoE.

Section 280C

Section 280C allows the Director-General to ask the Police Commissioner for information regarding whether a state school student has been charged with, or convicted of an offence, in order to exercise a function within Chapter 12 Part 3: 'Suspension, exclusion, and cancellation of enrolment, of state school students' EGPA.

Principals should refer to the Safe, supportive and disciplined school environment procedure for more information.

Delegation

This power is delegated to the Director, State Schools — Operations, the Assistant Director-General, State Schools, and the Deputy Director-General, State Schools (see page 39 of the Delegation of Director-General's Powers under the EGPA).



***Side note:** Sometimes young adults aged 18 and over will be re-engaged with education through a state high school. In these circumstances principals must seek a criminal history and consider it at enrolment. This is outlined in Chapter 8A of the EGPA and in the Mature age student applications procedure. .

What to share with Education to support youth engagement

In most cases, children and young people disengaged from education, training and employment only need their basic personal information disclosed to begin a discussion with other agencies. Such information includes:

- ▶ name
- ▶ date of birth
- ▶ contact details
- ▶ last eligible option/current eligible option.

These details are generally sufficient to enable DoE to make contact, locate the young person and identify their previous school and establish alternative options close to their residence.

Other young people may have more specific needs and issues to address so other information to share might include:

- ▶ ethnicity
- ▶ health issues (including mental health and disability) — only with the consent of the young person or their parent/guardian
- ▶ housing and homelessness issues
- ▶ care arrangements.

How to share with Education

Primary contact points for DoE are:

- ▶ Youth Engagement Hubs
- ▶ DoE regional offices
- ▶ school principals
- ▶ DoE central office.

What Education can share to support youth engagement

Just as this information can be shared with DoE to support re-engagement activities, DoE can provide information about young people in the compulsory participation phase to other support agencies.

- ▶ This may take the form of sharing a young person's name, address and date of birth with a housing support organisation or the regional housing and public works office for homelessness or housing assistance.
- ▶ Consent is not required when sharing under section 251A which means officers can rely on this provision when consent is impossible or difficult to obtain, from young people in the compulsory participation phase. For example, where a young person needs immediate support and cannot be reached to provide consent.
- ▶ DoE can also share personal information for children and young people in the compulsory schooling and compulsory participation phases, when that sharing is for a purpose of the EGPA or with the consent of the young person or their parent/guardian.
- ▶ Such information could include the sharing of academic records with Youth Justice to support the provision of education while the young person is in contact with the Youth Justice system — but only with the consent of the young person or their parent.



***Side note:** DoE staff have an extended and sophisticated history of information sharing. Teachers and other educators are often the first outside the home to identify complex health, wellbeing or social challenges, and have forged relationships, information-sharing agreements, and arrangements to enable collaborative, expedient and reliable responses to children and young people across Queensland. This has been recognised, for example, in mandatory reporting of child safety concerns since 2004, demonstrating confidence in our educators' professional judgment and confidential and respectful treatment of information.

Additional resources for Education staff:

- ▶ Personal Information Guideline
- ▶ Student Protection Guidelines <http://ppr.DoE.qld.gov.au/education/community/Pages/Student-Protection.aspx>
- ▶ Safe, supportive and disciplined school environment procedure <http://ppr.det.qld.gov.au/education/learning/Pages/Safe-Supportive-and-Disciplined-School-Environment.aspx>
- ▶ Delegation of Director-General's Powers under the EGPA [http://ppr.det.qld.gov.au/pif/authorities/Authorities%20and%20Delegations/Director-Generals%20delegations%20under%20Education%20\(General%20Provisions\)%20Act%202006.pdf](http://ppr.det.qld.gov.au/pif/authorities/Authorities%20and%20Delegations/Director-Generals%20delegations%20under%20Education%20(General%20Provisions)%20Act%202006.pdf)
- ▶ Management of Students with Specialised Health Needs resources www.ppr.det.qld.gov.au/education/management/Pages/Management-of-Students-with-Specialised-Health-Needs.aspx
- ▶ Disclosing personal information to law enforcement agencies <http://ppr.det.qld.gov.au/education/community/Procedure%20Attachments/Disclosing%20Student%20Personal%20Information%20to%20the%20Queensland%20Police%20Service/disclosing-personal-information-to-law-enforcement-agencies.pdf>
- ▶ Mature age student applications <http://ppr.det.qld.gov.au/education/management/Pages/Mature-Age-Student-Applications.aspx>
- ▶ Students in out-of-home care policy statement <http://education.qld.gov.au/schools/healthy/student-out-of-home-care-policy.html>

Busted myths



DoE staff cannot share the personal information of young people enrolled in state schools with other support agencies.



Magistrates cannot use the academic records of young people in their sentencing considerations.



DoE officers can share information with the consent of the young person to whom the information relates or their parent/guardian (see section 426(4)(b) EGPA). In addition, DoE regional directors can share specific information (see section 251A EGPA) about young people to support re-engagement activities, with providers, youth support entities, and human services entities. This power is delegated from the Director-General to the regional directors.



The Office of the Director of Public Prosecutions (ODPP) can request academic records from state school principals, without the young person's consent for the purpose of prosecuting and sentencing a crime (see section 426(4)(c) and (d) EGPA). The ODPP would need to issue a subpoena to DoE, otherwise the QPS could seek the information under section 426(4A) of the EGPA (LEA process).

Academic records may assist a Magistrate in determining an appropriate sentence that will minimise detriment to the young person's education.



Michael's late nights

Sally is a guidance officer in a local state high school. She recently became concerned about Michael, a student in Year 11. Michael is 16-years-old and his attendance in class has become sporadic and when he does attend he is often late. Sally's concern was elevated when she overheard Michael talking with his friends outside the classroom. The conversation suggested that Michael was missing school whenever his mum kicked him out of the house, forcing him to ride his bike one hour to his cousin's house.

Sally decided to discuss the issue with Michael. He confirmed that his mother is a frequent drug user and often kicked him out of the house during her 'highs', often late at night, forcing him to ride his bike to his cousin's house in the early hours of the morning. On these days he often slept in, didn't feel like going to school, or at best arrived late.

Sally, knowing her mandatory child safety reporting requirements, immediately notified her principal of this issue. Sally referred to DoE's student protection guidelines to confirm her obligations and responses for child safety issues.

In addition, Sally recognised that local Department of Housing and Public Works (DHPW) emergency accommodation providers might help Michael establish secure housing, and offered to pass his details along through the appropriate channels. Sally knows this is possible because section 426(4)(b) allows sharing personal information with Michael's consent. In addition Sally's regional director will be empowered to share under 251A of the EGPA which allows for disclosure of Michael's name, age and date of birth with youth support and human services entities to help the carrying on of re-engagement activities.

Sally asked for Michael's permission to share his information with DHPW for the purpose of sourcing emergency housing, as a principle of best practice, involving Michael in decisions about his life. With Michael's consent, Sally contacted her local DHPW office.

In an alternative scenario where Sally believed Michael needed immediate housing support but couldn't reach him to gain consent, she could refer Michael's situation to her local DoE youth engagement hub. The youth engagement hub officers would brief their regional director who could then approve sharing Michael's information with their DHPW contacts under section 251A.





Employment and Training

The Employment and Training portfolios within the Department of Employment, Small Business and Training (DESBT) are committed to providing vocational education and training support and programs for vulnerable and disengaged young people and young adults.

Get Set for Work and Youth Skills are two of the programs in the Skilling Queenslanders for Work initiative directly supporting 15- to 19-year-olds.

DESBT works closely with DoE to maximise the transition of vulnerable young people and ensure they are supported through the most appropriate post-school pathway. DESBT is committed to ensuring this partnership continues, through improved information sharing practice, to provide positive outcomes for Queensland's young people.

Legislative framework

- ▶ Further Education and Training Act 2014 — (FETA)

FETA

Training and Skills officers should familiarise themselves with the confidentiality provision under section 191 of the FETA.

Section 191

Section 191 prohibits using or disclosing personal information obtained through the administration and performance of the FETA. However, there are a number of exceptions to this prohibition outlined in subsection 3.

Subsection 3(a)

Subsection 3(a) allows for the sharing of personal information where it is necessary to perform functions under the FETA.

Subsection 3(b)

Subsection 3(b) allows for the sharing of personal information where it is authorised under the FETA or another Act.

Subsection 3(g)

Subsection 3(g) allows for the sharing of personal information where it relates to another person who is an adult and the other person consents to the disclosure.

Subsection 3(h)

Subsection 3(h) allows for the sharing of personal information where it relates to another person who is a child and the child's parent consents to the disclosure.



***Side note:** There are other circumstances within section 191 that allow for information sharing. You should familiarise yourself with the entire provision.

Information Privacy Act

As with all Queensland Government agencies DESBT must also comply with the IPA and the IPPs when dealing with personal information.

Registered Training Organisations and Employment agencies

As non-government organisations (NGOs), Registered Training Organisations (RTOs) and Employment agencies must comply with the *Privacy Act 1998* (Cth) and the Australian Privacy Principles — see page 44 for more details.

Where an NGO provides a service on behalf of the Queensland Government, they become a contracted service provider and must also comply with the IPA and IPPs — see page 8 for more details.



TAFE Queensland

TAFE Queensland is the state's largest Public Provider and operates as a statutory authority of the Queensland Government. As a statutory authority, employees of TAFE Queensland are bound by the IPA, and must comply with the IPPs when dealing with personal information.

Given the close working relationship between DESBT and TAFE Queensland, officers should familiarise themselves with the IPA and IPPs and ensure any requirements are met when sharing and receiving personal information with DESBT.



Child and Family Services

The Child and Family Services portfolio is committed to maximising learning, well-being and participation for vulnerable children including those in out-of-home care through education, training and subsequent employment.

Child and Family Services has a number of information sharing mechanisms in place which enable the delivery of joined-up services with DoE and the Office of the Public Guardian (OPG) to ensure the needs of children are best met through an integrated service approach.

In addition to this the Department of Child Safety, Youth and Women, in partnership with DoE, has established a student protection network to strengthen DoE's capacity to support schools in responding to student protection matters. This network provides a key point of contact for support and advice to principals, school leaders and regional staff. Student protection matters can be dealt with effectively and efficiently, and students and families receive appropriate levels of support when they require it. Through this, the student protection network is able to ensure children in care continue to receive the ongoing support they need to progress and engage in learning and stay in school.

Legislative framework

► *Child Protection Act 1999* — (CPA)

The CPA provides the legal framework for the protection of children in Queensland. The main principle for administering this Act is that the safety, wellbeing and best interest of a child are paramount (the Paramount Principle). The CPA provides various legal mechanisms for the sharing of information that is otherwise protected by confidentiality provisions. For instance, Chapter 5A, entitled “service delivery coordination and information exchange” provides mechanisms for service providers to appropriately and effectively meet the protection and care needs of children and promote their wellbeing by coordinating the delivery of services to children and families; and exchanging relevant information, while protecting the confidentiality of information (Section 159A).

► The key principles that underpin this Chapter are (section 159B):

- a) the State is responsible for ensuring that children in need of protection receive protection and care services that ensure their safety and promote their wellbeing
- b) the State is responsible for ensuring that children and families receive the family support services that they need in order to decrease the likelihood of the children becoming in need of protection
- c) the Chief Executive has the primary responsibility for investigating, assessing and responding to allegations of harm to children, including by making plans for their protection and care
- d) each service provider should contribute, within the provider's own sphere of responsibility, to assessing and meeting the protection and care needs of children and supporting their families
- e) children in need of protection, and children who may become in need of protection, and their families should receive coordinated services that meet their needs in a timely and effective way
- f) service providers should work collaboratively and in a way that respects the functions and expertise of other service providers
- g) because a child's safety, wellbeing and best interests are paramount, their protection and care needs take precedence over the protection of an individual's privacy.

The information sharing provisions in Chapter 5A and other legislated exceptions to confidentiality must be treated carefully. The commencement point when dealing with personal information that has been obtained in the course of the administration of the CPA is that it must not be disclosed. The protection is taken seriously and significant penalties can apply for failure to comply. Any information sharing relying on the statutory exceptions must be done in a careful and bona fide way.

Information privacy considerations

Before information is shared, consideration is given to the individual needs of children in accordance with section 7(1), Chapter 5A and Chapter 6 Part 6 of the of the CPA.

For more guidance on what you can share and how to share it for youth engagement purposes refer to the Share relevant information guide.

Contact for more information

- ▶ Information Privacy and Governance Team, privacy@communities.qld.gov.au

Additional resources for Child and Family Services staff:

- ▶ Domestic and Family Violence Information Sharing Guidelines www.communities.qld.gov.au/resources/gateway/campaigns/end-violence/info-sharing-guidelines.pdf
- ▶ Queensland Family and Child Commission — Information Sharing Myth Guide for professionals in the child and family support sector www.qfcc.qld.gov.au/sites/default/files/For%20professionals/info-sharing-myth-guide.pdf
- ▶ Information Privacy Guide www.communities.qld.gov.au/resources/rti/privacy-guide.pdf
- ▶ Share relevant information guide www.communities.qld.gov.au/childsafety/child-safety-practice-manual/chapters/10-general/10-3-information-sharing/key-steps/1-share-relevant-information
- ▶ Memorandums of Understanding (MOU) between Department of Communities, Child Safety and Disability Services (Child Safety) and the Office of the Public Guardian (OPG)
- ▶ Memorandum of Understanding (MOU) between Department of Communities, Child Safety and Disability Services (Child Safety) and Department of Education and Training: Education Outcomes (including Education Support Funding Program)



Youth Justice

Youth Justice (YJ) is responsible for providing a fair and balanced response to young people in contact with the youth justice system. This response holds young people accountable for their actions, encourages their re-integration into the community and promotes community safety. Most Youth Justice clients are young people who are already in the youth justice system, however service responses are also available for young people who are at-risk of offending, and their families.

DoE and Youth Justice partner to provide educational programs to young people in youth detention at the Brisbane Youth Education and Training Centre and the Cleveland Youth Education and Training Centre, and support reintegration into education following detention.

Community-based youth justice services actively support engagement with education and training. Young people in the youth justice system have a right to education, and there is clear evidence that ongoing involvement in education and training is a protective factor against further offending. Effective partnerships between Youth Justice and schools, flexible learning centres and training providers based on mutual respect, cooperation and agreed information sharing principles are essential to providing safe and supportive learning environments for all students and staff.

Legislative framework

- ▶ *Youth Justice Act 1992* — (YJA)
- ▶ *Youth Justice Regulation 2016* — (YJR)

Youth Justice Act

YJ staff can share personal information collected under the YJA in accordance with Part 9 of the Act. Part 9 details a number of sharing provisions and circumstances where sharing is authorised. All officers should be familiar with Part 9.

For the purposes of youth engagement, the relevant provisions allowing information sharing are section 289, section 290 and in some circumstances section 292 of the YJA.

Officers should be aware of the definitions relevant to Part 9 of the YJA (see sections 283, 284, 285 and 286 of the YJA).

Section 289

Section 289 allows information sharing in a variety of circumstances (see section 289 for the complete list). For youth engagement purposes, the most relevant subsections are 289 (a) — for a purpose of the Act, 289 (e) — for statistical purposes, and 289 (i) — when authorised under the regulations.

***Side note:** *There are other circumstances within section 289 that allow for information sharing. Officers should be familiar with the entire provision.*

289 (a)

289 (a) allows for the sharing of confidential information where it is for a purpose of the Act (YJA). Youth Justice will assess whether the information can be shared for a purpose of the Act.

289 (e)

289 (e) allows for the sharing of information where it is for statistical purposes, without revealing, or being likely to reveal, the identity of the child.

289 (i)

289 (i) allows for the sharing of confidential information when authorised under the regulations. Section 44 (1) of the YJR permits disclosure of confidential information relating to a child if the disclosure is to another person and the Chief Executive is satisfied the disclosure of the information is important to the wellbeing of the child to whom the information relates.

Youth Justice will conduct an assessment of the young person and the circumstances. Where the sharing of any information is deemed to be (a) important to their wellbeing, including for example to enhance their engagement in education and pro-social activities and programs, and (b) in the best interests of the young person (e.g. there are no disadvantages to sharing that outweigh the benefits), that information can be shared.

Before the information is shared, Youth Justice policy requires that all efforts are made to consult with and obtain consent from the young person, their parent/s and/guardian.

Delegation

This power is delegated to the Assistant Director-General — Youth Justice, Executive Director — Youth Detention Centre, Deputy Director — Youth Detention Centre and Regional Directors (see *Youth Justice Act 1992* and *Youth Justice Regulation 2016* delegations). Officers seeking to share information under the authority of section 289 (i) YJA and section 44 (1) must do so through the appropriate delegated officer.

Section 290

Section 290 allows for the disclosure of confidential information to the child or with the child's consent. Section 290(1) allows for disclosing confidential information to the child. Section 290(2) allows for disclosing confidential information to someone else if the child consents to the disclosure after being told (a) the information to be disclosed and (b) to whom it is to be disclosed and (c) the reason for the disclosure.

This provision may support officers to share information with youth engagement hubs and school principals where the sharing supports a young person's re-engagement with schooling. This provision is particularly relevant when the confidential information can allay any concerns that a young person poses a risk to the broader school community.

Section 292

Section 292 allows for the disclosure of confidential information to ensure someone's safety. The Director-General may give written authority to a person to disclose confidential information if the Director-General is satisfied the disclosure is necessary to ensure a person's safety — 292(1).

Delegation

This power is delegated to the Assistant Director-General — Youth Justice, Executive Director — Youth Detention Centre, Deputy Director — Youth Detention Centre and Regional Directors (see *Youth Justice Act 1992* and *Youth Justice Regulation 2016* delegations). Officers seeking to share information under the authority of section 292(1) must do so through the written authority of the appropriate delegated officer.

What to share with YJ?

Agencies can share information which assists YJ in planning the reintegration of a young person in an education or training pathway.

In addition, agencies can provide information which supports collaborative local planning based on aggregate data on disciplinary decisions, trends and emergent issues compared to youth justice trends and repeat offenders.

What YJ can share?

YJ can share information that supports the transition of children and young people out of detention and into an education or training pathway. YJ can also provide relevant information where they have assessed that the young person poses a risk of harm to others in a school setting.

Additional resources for YJ staff:

- ▶ Youth Justice Procedure — Disclosure of client information



Jack exiting detention

Helen, a Youth Justice case worker receives information from the youth detention centre about Jack (young person). Jack will be exiting detention in the near future and needs to enrol in school. During his time in detention Jack was assessed as having low literacy and numeracy levels which impact on his educational needs. Helen discusses with Jack and his parents the importance of sharing this information with Jack's new school. Helen ensures Jack and his parents understand the only information disclosed will be information that relates to Jack's literacy and numeracy levels. In addition Helen confirms that this information will be shared with the principal, guidance officer and teachers for the purpose of assisting and supporting Jack to successfully engage in education. Jack and his parents agree and sign the consent to share information, allowing Helen to provide the identified information to the school.





Billy safe at school

Billy is attending a high school and is on supervised youth justice orders. His caseworker has assessed that he has behavioural concerns that pose a serious risk of harm to someone in the school setting. The Youth Justice regional director provides written approval for the information in relation to the assessed risk to be provided to the school. Andrew, (Youth Justice case worker) and Andie (Youth Justice team leader) discuss with Billy and his parents that a risk of harm has been assessed and, therefore, Youth Justice has an obligation to share this information with relevant persons at the high school and DoE. During the discussion, Billy and his parents are advised of the reasons why the information is being shared and the person/s the information will be shared with. They are advised that the information will only be used to manage the risk of harm and support Billy's engagement in the school and won't be shared more widely, conforming to the strictest standards of sharing information only where it is essential for the wellbeing of the young person. Billy and his parents are provided with all of the discussed information in writing, and the people to whom it will be disclosed.

Youth Justice shares the information with the relevant staff at the high school. Subsequently the high school and Youth Justice collaborate to develop an educational plan for Billy's inclusion in schooling..





Assessing Alison's risk

Alison has been found guilty of property based offences. The regional Youth Justice team complete an assessment of the risk of harm Alison poses to herself and others in a school setting. The assessment does not reveal any risk of harm and it is assessed that no disclosure to the school is required.

The school principal becomes aware of the situation due to rumours in the school community. The rumours suggest there was violence involved. The principal requests information from QPS via DoE central office (in line with the Safe, supportive and disciplined school environment procedure and section 280C EGPA). For more information on section 280C of the EGPA refer to page 25. DoE central office assesses the QPS information and provides advice to the principal to confirm Alison does not pose a risk to the school community.

The principal uses this information to continue to ensure that Alison's schooling experience is positive and beneficial to her wellbeing.







Housing and Public Works

The Department of Housing and Public Works (DHPW) manages specialist homelessness services, a network of Housing Service Centres, public housing and community housing managed by funded community housing providers, local governments and Aboriginal and Torres Strait Islander councils. DHPW also assists Queenslanders who do not meet the eligibility requirements for social housing, or who cannot immediately be provided with social housing, through social and private rental assistance. DHPW also regulates housing and accommodation services including retirement villages, manufactured homes, residential services (including boarding houses,) and private rental dwellings.

The *Queensland Housing Strategy 2017–2027* outlines a commitment to working collectively across the housing and human services systems to make a real difference in people's lives, including the lives of vulnerable young people. The strategy also aims to ensure that housing services facilitate pathways to economic independence and participation. Partnerships between Education, Training and Housing and Public Works are critical to improving whole-of-life outcomes and supporting targeted young people in public housing through pathways to training and employment.

Legislative framework

- ▶ *Housing Act 2003* — (Housing Act)

There are a number of provisions of the Housing Act that place confidentiality requirements on specific officers who access certain classes of information. These provisions include:

- ▶ under section 38H of the Housing Act, the registrar of the National Provider Register in Queensland and the state housing provider register must not disclose information obtained in the performance of their functions, except in certain circumstances
- ▶ under section 57 of the Housing Act, a person who has been appointed as an interim manager for a funded ancillary provider must not disclose information obtained in the course of their appointment except in certain circumstances
- ▶ under section 86 of the Housing Act, a person who is or has been appointed as an authorised officer must not disclose information obtained in the performance of their functions.

The circumstances in which the above officers may disclose information includes:

- ▶ for the purpose of performing the officer's duties under the Housing Act, or in the case of the registrar, for the purpose of administering the Housing Act — sections 38H(a), 57(2)(a), 86(2)(a)
- ▶ if the person or provider from whom the information was obtained consents to the disclosure, or if the information relates to a person other than the person or provider that the information was obtained from, then if the person to whom the information relates consents to the disclosure — sections 38H(b), 57(2)(b), 86(2)(b)
- ▶ if a law requires the production of a document — sections 38H(c), 57(2)(c), 86(2)(c)
- ▶ if another piece of legislation expressly permits the disclosure — sections 38H(e), 57(2)(d), 86(2)(d)
- ▶ in the case of the registrar, if an authorisation is provided in the guidelines mentioned in section 36H of the Housing Act.

Under section 94B of the Housing Act, some types of information can be shared between Housing and Public Works and 'approved providers' that would otherwise not be permitted. See section 94A for the definition of approved providers.

The information can only be disclosed for the purpose of providing a housing service under the Act. Sections 94C, 94D or 94E place other restrictions on the use and disclosure of information by 'approved providers' in relation to information subject to a confidentiality provision under the *Ambulance Service Act 1991*; the *Child Protection Act 1999* and the *Corrective Services Act 2006*.

Housing service information is information that a person gives to the Chief Executive under the Housing Act and includes, for example, information given by a person;

- (a) in an application for a housing service; or
- (b) in compliance with a lease agreement, loan agreement or other agreement with the chief executive about providing a housing service to the person; or
- (c) while a housing service is being provided to the person, in response to a query from the chief executive.

The Chief Executive may use the housing service information to make a decision about whether to provide a housing service to the person; or the type of housing service; or the terms on which the housing service is provided to the person.

Information Privacy Act

In addition to the confidentiality obligations under the Housing Act, Housing and Public Works collects, stores, uses and discloses personal information in accordance with the IPA.

Under departmental funding arrangements, funded housing providers have contractual obligations to comply with Parts 1 and 3 of Chapter 2 of the IPA as if the provider was the State and other requirements in relation to personal information.



Aboriginal and Torres Strait Islander Partnerships

The Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) directly engages with young people and their families through the delivery of the Youth Employment Program (YEP). The YEP itself supports Aboriginal and Torres Strait Islander young people who are finishing high school and are looking for work or considering further education or training.

For more information about YEP, visit www.datsip.qld.gov.au/programs-initiatives/youth-employment-program.

Any personal information collected for the purposes of the YEP is governed by the IPA and officers should be familiar with the Act, the IPPs, and the exceptions which allow for use and disclosure under IPPs 10 and 11.

What can DATSIP share

DATSIP may identify a young person in the YEP that they believe would benefit from other government support services that could lead to employment or further education goals.

In circumstances where DATSIP has relationships with other agencies, they may be best placed to refer a young person to those services. Such referrals should only occur with the young person's consent (or a parent/guardian where appropriate), and in compliance with the IPA.

What to share with DATSIP

There may be opportunities to support engagement more generally by sharing aggregate data on Aboriginal and Torres Strait Islander participation in education, or by seeking DATSIP's support to connect with local Elders. Sharing information builds strong relationships and supports better understanding, learnings, and respect for Aboriginal and Torres Strait Islander peoples' unique cultures and histories.

***Side note:** DoE officers and school staff can support young people in engaging with education and employment beyond Year 12 by facilitating visits by DATSIP officers to state high schools and by providing the young person with information about YEP and recommending the program. This type of referral doesn't involve sharing personal information.

It is important for DoE and DATSIP regional staff to develop strong relationships and collaborative practices to ensure students are aware of and can connect to employment support available through YEP.





Queensland Health

Queensland Health (QH) manages and delivers quality public health services and programs aimed to achieve the vision that by 2026 Queenslanders will be among the healthiest people in the world. QH provides a wide range of services to meet the health requirements of young people across the state including medical, mental health, alcohol and other drug services, school-based youth health nurses, child and youth community health services, oral health services and vaccinations. Health professionals connect with other government agencies and non-government service providers where necessary to best meet the needs of young people and their families.

Legislative framework

QH is subject to privacy and confidentiality legislation which sets out the standards for how the information is handled. The two primary pieces of legislation are:

- ▶ *Hospital and Health Boards Act 2011* — (HHBA)
- ▶ *Information Privacy Act 2009* — (IPA).

Hospital and Health Boards Act

Patient confidentiality in public sector health services in Queensland is strictly regulated. Under Part 7 (sections 142 and 142A) of the Hospital and Health Board Act (HHBA), there is a duty of confidentiality imposed on Queensland Health staff and prescribed health practitioners in relation to the protection of confidential information. However, there are also circumstances where it is necessary to share or release confidential information. This is recognised in Part 7, through the inclusion of provisions which allow for disclosures of confidential information. It is an offence to disclose confidential information about a person unless one of the exceptions in Part 7 of the HHBA applies.

'Confidential information' is information that could identify someone who has received, or is receiving a public sector health service (i.e. a patient), including deceased persons.

Where information is characterised as confidential information subject to the obligation of confidentiality in s 142 and 142A of the HHBA, the available authorities for its disclosure are confined to the HHBA and the permitted disclosures in NPP 2 of the IPA do **not** apply.

Queensland Health staff can, to understand the duty of confidentiality and the circumstances when confidential information may be disclosed, refer to the Confidentiality General Principles at http://qheps.health.qld.gov.au/governance/privacy-rti/docs/confidentiality_guidelines.pdf.

Information Privacy Act

The IPA provides the safeguards for the handling of personal information in the Queensland public sector and allows for access to, and amendment of, personal information. Separate rules apply for health agencies and their contracted service providers under the National Privacy Principles (NPPs) in Schedule 4 of the IPA.

When managing personal information, Queensland Health must comply with the privacy principles contained in the IPA, this includes:

- ▶ the nine NPPs
- ▶ provisions regarding contracted service providers
- ▶ the transfer of personal information out of Australia.

National Privacy Principles

The full text of the NPPs is available in schedule 4 of the IPA. In summary, the NPPs cover the following:

- ▶ Collection of personal information (NPP 1)
- ▶ Limits on use or disclosure of personal information (NPP 2)
- ▶ Quality of personal information (NPP 3)
- ▶ Security of personal information (NPP 4)
- ▶ Information about personal information holdings (NPP 5)
- ▶ Access and amendment of personal information (NPPs 6, 7)
- ▶ Anonymity (NPP 8)
- ▶ Collection and handling of sensitive personal information (NPP 9).

For more information visit www.rti.qld.gov.au/information-privacy-act/privacy-principles.

Sharing for youth engagement

Disclosing confidential information with the consent of the person concerned has always been (and will continue to be) the most common and preferred mechanism for disclosure. However, in some circumstances the consent of the person cannot be obtained.

This will not prevent disclosure of the confidential information if one of the other exceptions under Part 7 applies; such as care or treatment, disclosure is required or permitted by law, disclosure to lessen or prevent serious risk to life, health or safety.

Personal information must not be used or disclosed unless one of the exceptions outlined in NPP 2 of the IPA applies such as the health agency reasonably believes that the use or disclosure is necessary to lessen or prevent a serious threat to an individual's life, health, safety or welfare or a serious threat to public health, safety or welfare; the use or disclosure is authorised or required by or under law.

Where information is disclosed, it is also important that only information that is relevant to the particular circumstances be disclosed (i.e. the minimum necessary to satisfy the particular requirement).

There is no suggestion health officers should proactively seek opportunities to share private health information to support re-engagement.

Instead, they should continue to use their professional judgment and assess what holistic support is required for every young person and seek consent to share information where they believe a school may be better equipped to support a young person if informed of their medical requirements.

DoE officers are guided by a number of resources to support the management of students with specialised health needs (see DoE Management of Students with Specialised Health Needs resources) and should use these to determine how to communicate with parents, carers, and where appropriate, health professionals.

Additional resources

- ▶ DoE Management of Students with Specialised Health Needs resources; www.ppr.det.qld.gov.au/education/management/Pages/Management-of-Students-with-Specialised-Health-Needs.aspx
- ▶ QH — Privacy plan; www.health.qld.gov.au/___data/assets/pdf_file/0027/439164/doh-privacy-plan.pdf.

5.

Non-government organisations

- ▶ Queensland Catholic Education Commission
- ▶ Independent Schools Queensland

The Privacy Act 1988 (Cth) which contains the Australian Privacy Principles applies to non-government organisations (NGOs) with an annual turnover of \$3 million or more in Australia, including non-state schools.

In addition to complying with the Privacy Act (Cth), non-government organisations that are contracted to provide services on behalf of a Queensland Government agency must also comply with the IPPs or NPPs in the IPA. These organisations are required to comply with the IPA — by virtue of their contracting arrangement (see sections 3 and 7B of the *Privacy Act 1988* (Cth)).

Where an NGO is subject to both the Privacy Act (Cth) and a contract with a Queensland Government agency, the Privacy Act (Cth) will not override the IPA or any terms of the contract (section 3 and 7B of the Privacy Act (Cth)). As the IPA is subject to other legislation that may specifically restrict the disclosure of information, NGOs contracted by agencies must be aware of the confidentiality provisions in the relevant legislation, noting these provisions will generally override the provisions of the IPA.

Non-state schools

Non-state schools should refer to the National Catholic Education Commission and Independent Schools Council of Australia Privacy Compliance Manual which provides assistance and guidance to non-government schools in relation to the requirements they must observe in the preservation of an individual's privacy.

The manual has been developed on a nationwide basis, so schools should consider local implications when using the manual.

For more information about the Commonwealth Privacy Act and Australian Privacy Principles see the Office of the Australian Information Commissioner website www.oaic.gov.au/privacy-law/.

Learning ACTIVITIES

- Completing activities and check
- Using Task 3 to Complete Submission
- Remember to work.

id
+ Form



6. Aggregated data exchanges

Confidentiality provisions seek to protect information deemed to be confidential, and the IPA provides for the fair collection and handling of personal information.

Agencies are free to share aggregated, de-identified or trend data, because it does not contain personal, confidential or identifying information.

Officers must understand how to de-identify data and ensure the privacy and confidentiality of personal information. In some circumstances aggregate data can contain identifiable information about a person. For more information on de-identifying data please visit, www.oic.qld.gov.au/guidelines/for-government/access-and-amendment/proactive-disclosure/dataset-publication-and-de-identification-techniques.

 ***Side note:** De-identified data in small and/or closed communities, may actually reveal the identity of a young person due to the size and nature of the community. It is important that officers understand de-identification of data when sharing aggregate information, and where personal information is identifiable, refer to relevant legislation and other guidance in this publication to enable appropriate information sharing.

There are a multitude of other challenges (agreements, logistics, resources etc.) associated with sharing aggregated datasets among agencies.

The Queensland Government Statistician's Office within Queensland Treasury is able to assist agencies through its central agency statistical service role to identify, compile and access data from administrative sources for use in research and service delivery planning. To make enquires please contact govstat@treasury.qld.gov.au.

The Queensland Government Chief Information Office (Department of Science, Information Technology and Innovation) continues to evolve information-sharing strategy, policy and governance to improve information sharing outcomes across the government. For more information on this work and how to improve your aggregated data exchange, please contact qgcio@qgcio.qld.gov.au.

In addition, the Queensland Government Chief Information Office provides guidance on its portal, including policies, standards and guidelines which contribute to the understanding of what data and information assets exist, custodianship, metadata, information access and use. Officers can access these resources at www.qgcio.qld.gov.au.



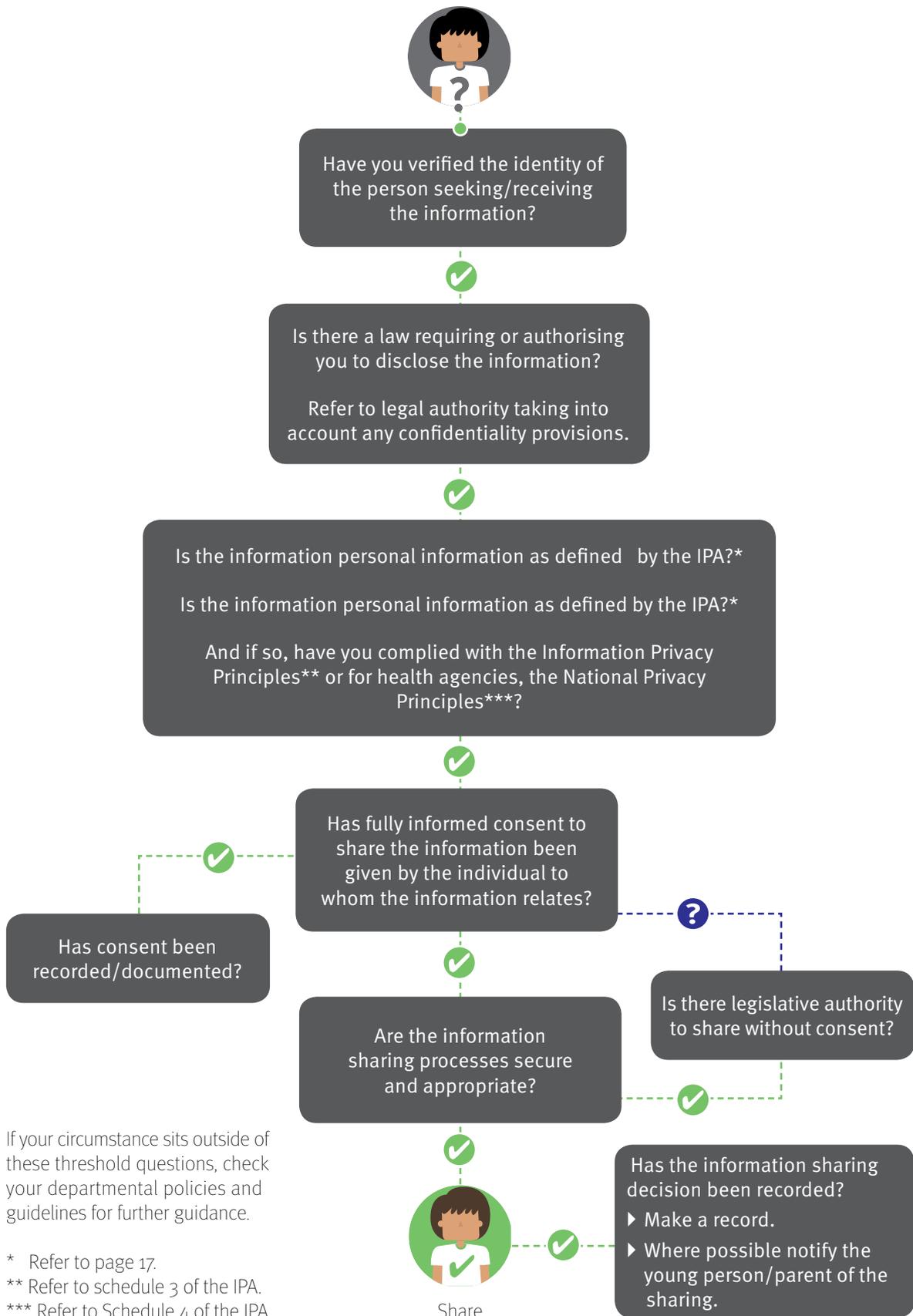
7. Tools, templates and guides

The following section provides tools, templates and guides which may assist officers to collect and share personal information in compliance with their legislative responsibilities and the IPA.

These resources have been designed to supplement the tools on offer by individual agencies.

Check if your agency has relevant tools or templates first, as those may integrate other policy and practice considerations unique to your agency.

Decision making guide – information sharing for youth engagement



If your circumstance sits outside of these threshold questions, check your departmental policies and guidelines for further guidance.

* Refer to page 17.

** Refer to schedule 3 of the IPA.

*** Refer to Schedule 4 of the IPA

Checklist for sharing

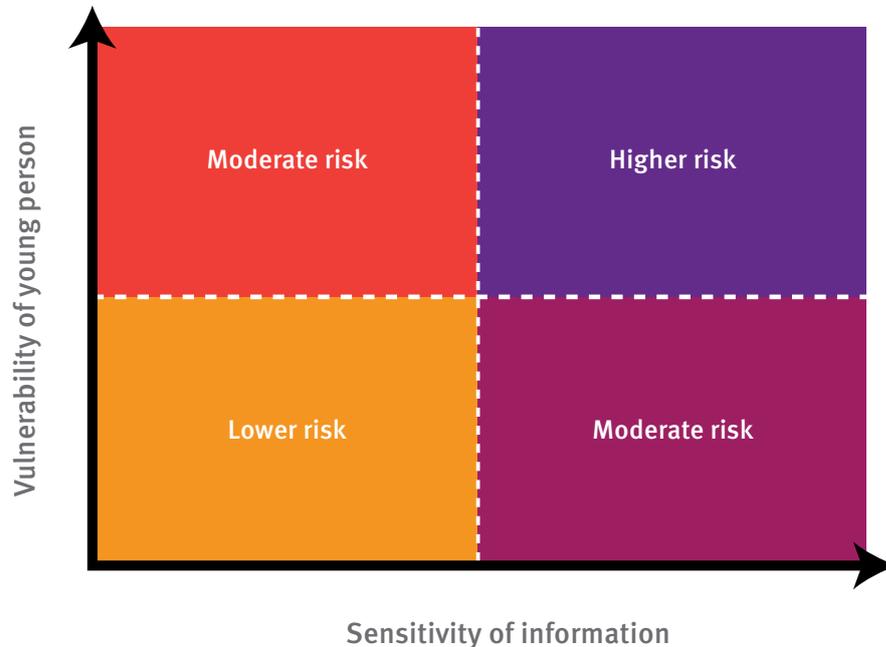
When you need to share information, use this checklist to guide you.

- Verify the identity of the person who will receive the personal information.
- Confirm there is legislative authority to disclose the personal information.
- If you are unclear of your authority to share, seek legal advice.
- Use the risk assessment matrix to consider your approach to sharing.
- Ensure that the agency complies with the IPA when disclosing the information, for example where the information is authorised under legislative authority, only disclose to those individuals who need to know the information and comply with IPP 11(3) — the agency must take all reasonable steps to ensure the recipient will not use or disclose the personal information for a purpose other than the purpose for which the information was disclosed to the agency.
- Check the receiving agency or officer can manage the information, including the capacity to protect and store the personal information securely.
- Seek consent to share where possible — unless the sharing is required or authorised under law without consent (For example law enforcement, public or individual life, health, safety and welfare).

When you receive a request for information:

- Make a record of the information sharing, including who you provided the information to, why, and when (the email request and response including the information will suffice).
- In circumstances where you decide not to share make a record documenting the reasons you chose not to disclose (the email outlining the reasons to the requesting agency and officer will suffice).

Risk assessment matrix



Considerations in deciding how to share in higher risk situations

Sharing information about vulnerable young people can involve increased risk. However, just because there is higher risk, it doesn't mean you shouldn't share. Instead, think about alternative arrangements which could reduce those risks. Remembering that even in high-risk situations, sharing may be crucial to the engagement or wellbeing of a young person.

Examples:

- ▶ sharing from central office to central office
- ▶ sharing from regional director to regional director
- ▶ sharing from the most senior levels of your agencies in the highest risk situations
- ▶ seeking legal advice on the best avenue to share.

Youth Engagement Alliance: Privacy notice template

Preparing and providing a privacy notice

A privacy notice communicates an agency's intent when collecting an individual's personal information. The collection notice explains:

- ▶ why the personal information is being collected
- ▶ what legislation (if any) authorises the collection
- ▶ any usual practice to disclose personal information to another entity and if the other entity is known to further disclosure. For example, include details about outsourcing arrangements involving personal information or other inter-governmental data sharing/data matching arrangements
- ▶ any outsourcing arrangements involving personal information.

A privacy notice is not the same as asking for consent to use or disclose personal information.

Writing the privacy notice

A simple drafting format follows. The instructions '*Insert 1*' refers to inserting the description as listed against the corresponding number under 'What to include in the privacy notice'.

The *Insert 1* is collecting your personal information in accordance with *Insert 2* in order to *Insert 3*. This information is usually given to *Insert 4*

What to include in the privacy notice

When drafting the privacy notice in accordance with the *Information Privacy Act 2009* (Qld) (IPP 2), include:

Insert 1 name of agency

Insert 2 legislation requiring or allowing for collection of the information e.g., *Education (General Provisions) Act 2006*, *Youth Justice Act 1992*, or *Child Protection Act 1999*

Insert 3 why the information is being collected (e.g. the business unit or agency's purpose for collection) [Our control]

Insert 4 who the information is usually given to

If the agency is aware that it is the usual practice of the first entity to pass on the information to another entity, list the other entity.

What to include in the privacy notice for health agencies

A health agency is required to include additional information in a privacy notice. Health agency staff should consult the Department of Health Privacy Plan and other relevant Queensland Health internal policies for details.

Privacy notice template

Example of privacy notice

The _____
{insert name of agency}

is collecting your personal information in accordance with

{section XX of the <name of Act>}

in order to

{state the purpose for collection}.

and this information is usually given to

{name of the agencies or NGOs}

Your personal information will be managed in accordance with the *Information Privacy Act 2009* (Qld).

YEA: Consent form template

Information sharing consent form

What is this form for?

We are seeking your agreement to provide essential information to other government partners so together, we can improve our services to you.

Why is it important to share information?

Sharing information is important so we can help connect you with the support services you need to succeed in your education, training or employment pathway, and so we can improve our service delivery to you.

Why am I being asked to complete this consent form?

We can better support your education, training or employment by providing your information to other government agencies or support services. These services may help you with housing, emergency accommodation, health support and other services.

What information is being collected: _____

To whom is it being disclosed and for what purpose: _____

By signing this form you give us permission to share your/your child's information.

I, _____ (name of young person or parent/guardian)

of _____ (address)

consent to the collection, use and sharing of my or my child's personal or health information with other services to receive youth engagement/re-engagement support services. I understand that in some cases information may be provided to other agencies or service providers without my consent. For example; to lessen or prevent a serious threat to the life, health or safety of a person or the public; where required or authorised under a law, including in response to a subpoena, court order or access application; or to assist a police investigation. I also understand that I may withdraw or revise my consent at any time, otherwise it will remain valid for 12 months.

Signature _____ Date _____

Staff name _____

Agency/Service provider _____

Signature _____ Date _____

YEA: Consent form template continued

Note to staff: Where verbal consent was obtained, record the circumstances of the verbal consent below:

Note to staff: Where a parent or guardian provides consent on their child's behalf record the legal basis for this including a description as to why the child was not mature and/or intelligent enough to provide consent themselves:

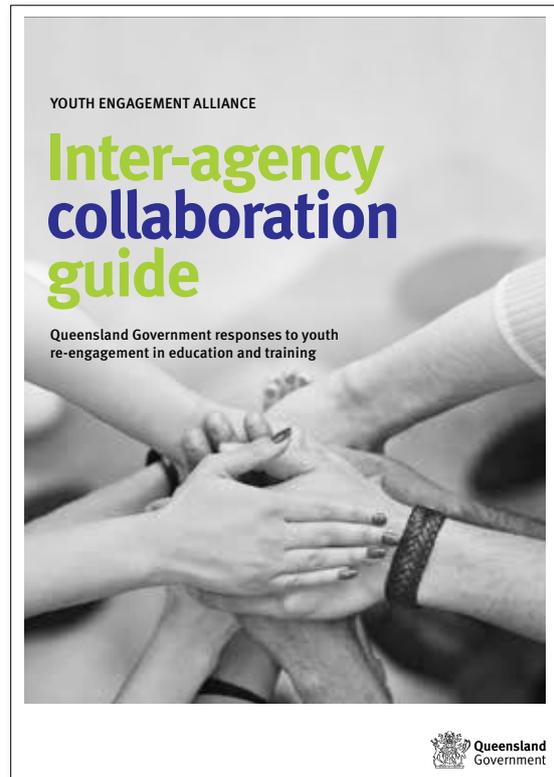
Local partnership and confidentiality agreements

Where regular and complex collaboration occurs between agencies at a local or regional level, local partnership agreements and accompanying confidentiality agreements can support effective information sharing.

This model has successfully supported sharing among agencies in the Coordinated Care for Vulnerable Young People (CCYP) program in Cairns. One achievement of the CCYP was the removal of many information-sharing barriers and the development of an arrangement to support constructive and protected sharing.

The Youth Engagement Alliance's Inter-agency collaboration guide showcases how the CCYP works and provides partnership and confidentiality agreement templates to support other regions in replicating this approach.

Find the Youth Engagement Alliance's other resources, including the Inter-agency collaboration guide at www.qld.gov.au/youthengagementalliance.





8. Where to go for help

Internally

Education:
privacy@qed.qld.gov.au

Employment, Training and Skills:
training@det.qld.gov.au

Youth Justice:
YJPracticeEnquiries@justice.qld.gov.au

Child and Family Services:
privacy@communities.qld.gov.au

Housing and Public Works:
righttoinformation@hpw.qld.gov.au

Aboriginal and Torres Strait Islander Partnerhips:
enquiries@datsip.qld.gov.au

Queensland Health:
RTI-Privacy@health.qld.gov.au

Queensland Police Service:
rti@police.qld.gov.au

QCEC:
ed@qcec.catholic.edu.au

ISC:
reception@isq.qld.edu.au

TAFE Queensland:
GeneralManager.SouthWest@tafe.qld.edu.au

Office of the Information Commissioner

Visit the Office of the Information Commissioner's website for a range of publications which may assist you in answering information-sharing queries concerning the IPA.

www.oic.qld.gov.au

Or contact the OIC directly through their enquiry service:

Enquiry service

For general enquiries on the operation and application of Queensland's Right to Information and Information Privacy legislation:

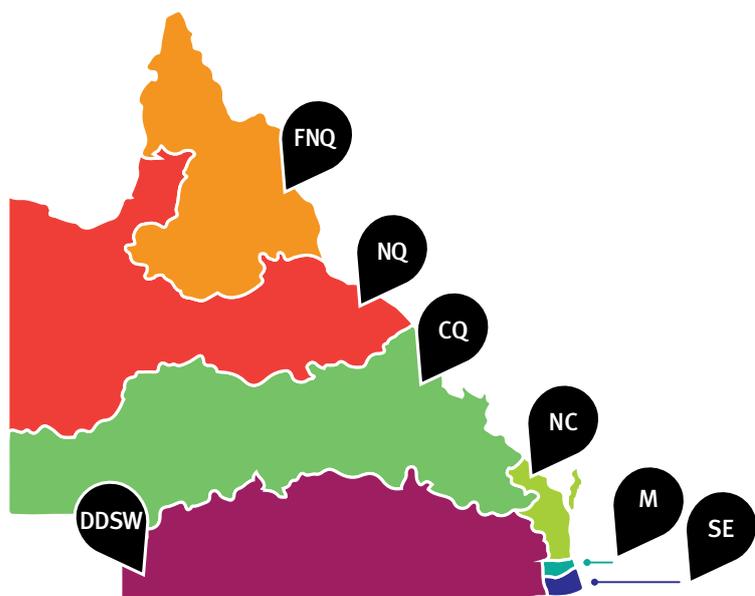
Telephone: (07) 3234 7373

Email: enquiries@oic.qld.gov.au



9. Regional Youth Engagement Hubs contact list

The Department of Education has Youth Engagement Hubs in each region. The hubs are your first contact point at DoE when you are helping a young person to re-engage.



DoE region	Contact details
 Metropolitan	Metro.Pathways@qed.qld.gov.au School Community Liaison Officers ph (07) 3028 8166
 South East	enquiries.SER@qed.qld.gov.au ph (07) 5656 6688
 Central Queensland	CQRET@qed.qld.gov.au Kate Ingram ph (07) 4932 4087
 Darling Downs and South West	YouthEngagement.DDSW@qed.qld.gov.au ph (07) 4616 7603
 North Coast	northcoastregion@qed.qld.gov.au ph (07) 3203 9000
 North Queensland	studentservicesnqr@qed.qld.gov.au ph (07) 4758 3222 (#2 State Schooling)
 Far North Queensland	fnqnes@qed.qld.gov.au ph (07) 4037 3822
 Central Office	youthengagement@qed.qld.gov.au



qld.gov.au/youthengagementalliance