

Privacy Information Handout

Our participants have information about themselves that is protected under the Privacy Act 1988 and Social Security (Administration) Act 1999.

As a provider delivering employment services on behalf of the Department of Employment and Workplace Relations, and Department of Social Services, it is important for us to provide you with information to help keep our participants' personal information safe and confidential.

Who is an EPlus Participant?

An EPlus participant is an individual who is connected to The Salvation Army and receiving employment service assistance in one of our programs (Workforce Australia, Inclusive Employment Australia or Parent Pathways) that may or have been referred to your company/organisation to:

- Obtain and gain sustainable employment,
- Participate in education or training to upskill and improve their employability, or
- Participate or attend vocational or non-vocational activities.

Personal Information to keep safe and confidential.

Any information that may identify the individual such as their name, address, phone number, Date of Birth, email address, photographs, criminal record, health information, sexual orientation, or racial/ethnic origins.

There is also some information that are deemed protected e.g., Government identifiers such as their Tax File Number, Driver's licence ID, or Police Check etc.

How to handle a Participant's personal information

When handling information about our participants, it is important that their personal information is not shared or discussed with recipients that may not have the appropriate authorisation.

Example 1: An email from your company is communicated to 2 or more recipients who do not have authorisation, and those recipients (which may include EPlus participants or combination with others) will have now gained personal information (such as email address) of each other that can easily identify who they are.

Example 2: Your company/organisation emails EPlus a copy of the participant's government identifier such as their Tax File Number or driver's licence details.

It is important to take all necessary precautions prior to communicating or sharing our participants' personal information.

Tips to help protect our Participants' personal information.

When sending bulk external emails

- If an external email is to be sent to more than one recipient, please use the BCC function so the recipients do not see each other's contact details.
- Do not include personal information about any participant in the body of the email that can easily identify who they are.

Bulk text

When a text is being sent to multiple recipients, never include information that can identify an individual.

Delivering activity, training, or information session in a group setting

Please avoid disclosing too much personal information that can easily identify the participant in an open forum. E.g., do not divulge personal information about them such as where they live, their contact details, where they used to work, if they have any barriers that is impeding their ability to work etc... or whether they are a job seeker on Income Support Payments.

By following these safeguarding measures, you are helping us to ensure that our participants' privacy is protected, and EPlus continues to adhere to the Australian Privacy Principles and Department contractual requirements in this area.

Where can I get more information?

You can visit The Salvation Army website to locate our Privacy Policy [Privacy Policy | The Salvation Army Australia](#), or contact one of Employment Plus staff members at our local office, or via email privacy.eplus@salvationarmy.org.au