

About HIPPY

The Home Interaction Program for Parents and Youngsters (HIPPY) is a **two-year, home-based early childhood learning and parenting program**. It empowers parents and carers to be their child's first teacher.

HIPPY is funded by the **Australian Government**, and **The Brotherhood of St. Laurence (BSL)** manages HIPPY in Australia. BSL works with community organisations across the country to deliver HIPPY through local providers. These providers employ HIPPY Coordinators and Tutors to support you and your family.

Our commitment to you

The Brotherhood of St. Laurence (BSL) and HIPPY are committed to protecting your privacy.

We value your privacy and understand the wish to have personal information kept secure. For these reasons, The Brotherhood of St. Laurence places a high priority on the security of your personal information.

This Collection Notice outlines the purpose and approach The Brotherhood of St. Laurence and HIPPY take to collect, store, and use your personal information provided to us during your time at HIPPY.

We take your privacy seriously and are committed to protecting your information. We comply with laws that safeguard your personal and sensitive information.

Your information

What type of information do we collect?

At HIPPY, we collect two types of information from you: **personal information** and **sensitive information**. This helps us provide you with the best support during your time in the program.



Personal information

Personal information includes details that help identify you and your family, such as:

- Name
- Home address
- Telephone number



Sensitive information

Sensitive information includes details that require extra care, such as:

- Identification as an Aboriginal or Torres Strait Islander person
- Country of birth
- If you reported that you or your child currently have additional needs or a disability

Other examples of information we collect:

- Services we connect you with during your time with HIPPY
- How often you receive HIPPY
- Your experiences with HIPPY

Why do we collect your information?

When your family enrolls in HIPPY, we collect information that helps us with:



Program management

- Developing, managing and delivering HIPPY in Australia
- Measuring the program's impact



Reporting and compliance

- Meeting our reporting requirements to the Commonwealth Government
- Maintaining funding for HIPPY in Australia



Research and evaluation

- Conducting research and evaluating HIPPY
- Improving service delivery for families, children and communities

What happens if we don't collect your information?

We are required to collect information from families enrolling and participating in HIPPY. Choosing not to provide this necessary information may affect your enrolment and participation in the program.

You can withdraw your consent at any time.

You have the right to withdraw your consent for the use of your information at any time. **Please know this may impact your participation in HIPPY.** We're here to discuss any concerns and find the best way forward for your family.

Collecting and storing information

All personal and sensitive information is stored securely to protect your privacy.

We collect personal information about you and your family during enrolment and throughout your HIPPY journey. We ensure all information collected is stored securely.

By providing us with personal information you are consenting to the storage of your information on the HIPPY Australia database. The database, located in Australia, is encrypted for security and to protect your privacy.

How do we collect your information?



Paper forms

Personal information collected using paper forms.



Online forms

Information provided via our secure online forms.



Email

Details provided to us via email.



Face to face

Information provided during in-person interactions.



Phone calls

Personal Information provided over the phone.



Photos and video

Photos and videos taken by us or provided to us.

Keeping records of our interactions

In addition to this, we keep records of our interactions with you. This includes any contact we have in person (such as HIPPY Tutor home visits), via email, online, or by telephone. We may also take photos or videos of your family, but only with your consent.

We will notify you when we have collected your personal information, unless it is reasonable to assume that you are aware of its collection.

Use and disclosure of personal information

Your information helps us provide the best support for you and your family during your HIPPY journey.

To ensure the best support for your family and the smooth operation of HIPPY, your information may be shared with different HIPPY providers, professionals, or service providers. This will only be done with your consent, unless required by law.

We also share de-identified information with government bodies and third-party service providers to help run the program and meet reporting requirements. Your personal information will always be treated with care, and we follow strict privacy rules to protect it.

What is de-identified information?

De-identified information is data that has had personal details removed, so no one can identify you or your family. This keeps your information private while helping us improve the HIPPY program.

HIPPY Providers

HIPPY providers contracted to deliver HIPPY in your community may use your information to:

- **Share with other HIPPY providers:** Only if your family wishes to transfer to another site
- **Share with new HIPPY providers:** Only if one is contracted to deliver the program in your community
- **Share with external professionals or services:** This will only be done upon your request or with your consent, unless otherwise required by law

HIPPY Australia

We may share de-identified information with third parties to help provide support and deliver the program. These include:

- **Government bodies or funding agencies**
- **External service providers**
- **Bonterra Tech**

HIPPY Australia discloses de-identified demographic information to the Department of Social Services (DSS) on a quarterly basis to meet funding and reporting requirements. **Your personal information will not be included.**

Please note:

By providing us with your personal information, you also give consent for it to be shared with Bonterra, located in the U.S.A. Bonterra supports the HIPPY Australia database to ensure the system works smoothly. **Access to your data is tightly controlled**, and Bonterra is only permitted to view information they need to maintain the system.

In some cases, we may be required by law or court orders to disclose personal information collected about your family.

Find out more about our privacy policy

This document sets out the ways we comply with the **Australian Privacy Principle (APP) 5.2** (as part of the Privacy Act 1988 (Cth)) when collecting personal information about you and your family.

What is in a privacy policy?

Privacy Policies explain:

- How to access and correct your personal information if it's incorrect
- How to make a complaint if you believe there's been a breach of privacy laws (APPS), and how we will handle your complaint

Where can I access the privacy policies?

- **Brotherhood of St Laurence's Privacy Policy**
Available on their website via www.bsl.org.au/privacy-policy or at hippyaustralia.bsl.org.au
- **HIPPY Providers' Privacy Policy**
Available on your local HIPPY provider's website or on request from your HIPPY provider or Coordinator

If you require further information about your HIPPY provider's Privacy Policy, or how your information will be used, stored and disclosed by your provider, please contact your HIPPY Coordinator.

Contact us

For any privacy-related questions, please reach out to us. Alternatively you can contact your local HIPPY provider or HIPPY Coordinator for specific privacy inquiries.

HIPPY Australia at The Brotherhood of St. Laurence

Phone 1300 394 396

Email hippyaustralia@bsl.org.au

Mail HIPPY Australia, 67 Brunswick St, Fitzroy VIC 3065



Brotherhood
of St Laurence

HIPPY acknowledges the Traditional Custodians of the land and waterways on which our organisation operates. We pay our respects to Aboriginal and Torres Strait Islander Elders past and present.

The Home Interaction Program for Parents and Youngsters (HIPPY) is funded by the Australian Government through the Department of Social Services. The Brotherhood of St. Laurence (ABN 24 603 467 024) holds the licence to operate HIPPY in Australia.