



*StandBy - a program of Youturn Limited  
is delivered by Wellways in the  
Western Victoria region.*

## Privacy

StandBy recognises the importance of protecting your personal information and we are committed to respecting and maintaining your rights to privacy and confidentiality.

Wellways collects your personal information and discloses it to **StandBy** for use in the management of **StandBy** support after suicide program.

If you wish to remain anonymous while **StandBy** is supporting you, please tell us.

### StandBy will:

- treat your personal information confidentially and only disclose it in accordance with our privacy policies
- collect and store your personal information safely and securely
- not share your personal information with other organisations (other than in accordance with our privacy policies) without your consent, unless you tell us that:
  - there is risk to yourself or someone else (including a child)
  - have hurt someone, or
  - have been hurt by someone else
  - our files are subpoenaed or we are otherwise required to by law

We may also use third parties such as after-hours phone support to collect information from you, in which case that information is also collected in accordance with their policy.

### StandBy may:

- use information which is not identifiable
  - for research
  - in reports for our funding body
- use your information to ask you for feedback on our services
- provide your information to one of our partner organisations that operates the **StandBy** program in your region, however their operations may be in another state

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**For further details** about how we handle your personal information and to contact us about privacy matters go to [www.standbysupport.com.au](http://www.standbysupport.com.au) / [www.wellways.org](http://www.wellways.org)

If you have already consulted with a member of **StandBy** by telephone, this information in relation to privacy will already have been explained to you and we are giving / sending this to you by way of confirmation.

## StandBy aims to:

- Treat you fairly with courtesy and respect
- Respond quickly at a time that suits you
- Support you sensitively regardless of your culture, age, gender or individual needs or situation
- Provide accurate information and referrals to other local services you may find useful
- Comply with our Privacy Policy at [www.standbysupport.com.au](http://www.standbysupport.com.au) / [www.wellways.org](http://www.wellways.org)

## Compliments and complaints:

Please tell us if you are satisfied or not with our service, or if you have suggestions on how we can improve.

To provide feedback fill in the space provided and mail in the pre-paid envelope. Or you can call our National **StandBy** team on M: 0429 147 491 or email [national@standbysupport.com.au](mailto:national@standbysupport.com.au)

**For our reference** please insert the postcode of where you live. If you would like us to respond to you, please include your address.

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Postcode:

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[www.standbysupport.com.au](http://www.standbysupport.com.au)

*StandBy - an initiative funded by the Australian Government  
proudly delivered by Wellways in the Western Victoria region*