



Collection Notice: Communities

What do we do?

The Department of Communities (Communities) brings together vital services and functions that enable individual, family, and community wellbeing. We provide these services across the following portfolios:

- **Child Protection:** protecting and caring for Western Australian children and young people who are in need, and support families and individuals who are at risk or in crisis.
- **Community Services:** providing and/or funding a range of community services to support Western Australians through various programs, initiatives, and strategies.
- **Disability Services:** working to advance opportunities, community participation and quality of life for people with disability.
- **Early Childhood Education:** improving early childhood education and care outcomes for children and families.
- **Homelessness:** focussing on the stewardship, coordination, strategic planning, and practices which aim of achieve better outcomes for people experiencing, or at risk of, homelessness.
- **Prevention of Family and Domestic Violence:** working towards our vision of a Western Australia where all people live free from family and domestic violence (FDV) by coordinating strategy and policy direction in the prevention of FDV.
- **Seniors:** implementing initiatives and strategies that support older people in ageing safely, happily, with dignity and respect.
- **Volunteering:** partnering with the community services sector to develop volunteer opportunities and encourage and assist people to become involved in volunteering.
- **Women:** partnering with Government, business, industry, and community sector organisations to deliver initiatives and programs that contribute to achieving gender equality in Western Australia.
- **Youth:** working in partnership with young people, the youth sector, community groups and across all levels of government to support the development of programs and initiatives that meet the diverse needs of young people.

This Collection Notice covers the personal information collected in connection with our portfolio services, how this information is used, and who we may share it with.

What personal information do we collect and why?

We only collect personal information when it is necessary to perform our functions or activities in line with applicable legislation and policy frameworks.

Portfolio	We collect the following personal information...	We use this information to...
<p>Child Protection</p>	<p>A wide range of personal information regarding children, parents, guardians and carers, including:</p> <ul style="list-style-type: none"> • identity (for example, name, date of birth, phone number and current residential address). Citizenship or residency status. • cultural information, including Aboriginal and Torres Strait Islander status • health information (for example, disability and support needs, family history and any additional or complex care needs) • education and employment details • financial information (for example, bank account details to provide financial payments) • criminal history and screening checks to assess carer eligibility • details of any support services received • housing and accommodation details, including occupant details. 	<ul style="list-style-type: none"> • assess and respond to concerns about a child's safety and wellbeing • provide social services for the wellbeing of children, families, other individuals and communities • provide support and services to children in care • assess carer eligibility and household safety to meet our duty of care • facilitate payments and financial support • arrange referrals and care arrangements.
<p>Disability Services Planning and provision of disability services and programs.</p>	<ul style="list-style-type: none"> • name, date of birth, and contact details • disability or health conditions and specific support needs and services required • family, guardian or carer details • cultural identity information (including Aboriginal and Torres Strait Islander status) • case management, services, and program participation details. 	<ul style="list-style-type: none"> • assess eligibility for disability services and programs • manage service provision and case coordination • coordinate support services • develop and improve disability services and programs.
<p>Early Childhood Education Licensing and compliance monitoring of State regulated childcare services.</p>	<ul style="list-style-type: none"> • name and contact details of licensees/managerial officers • Working with Children checks and any adverse notifications • children and family details obtained during compliance, incident or complaint investigations, including health information, enrolment forms, court orders, emergency contact details and attendance records • child attendance records and management plans. 	<ul style="list-style-type: none"> • process licence renewals • assess the fitness and propriety of managerial officers • process exemption applications and statutory notifications • monitor and enforce compliance with the Act • investigate incidents and complaints.

Portfolio	We collect the following personal information...	We use this information to...
<p>Homelessness</p> <p>Support individuals and families who are experiencing homelessness or who are at risk of homelessness.</p>	<ul style="list-style-type: none"> • name, date of birth and contact details • family and connection details • health or wellbeing • cultural identity (including Aboriginal and Torres Strait Islander status) • financial information • current situation, reason, and housing history • information, as required, to manage your case. 	<ul style="list-style-type: none"> • assess eligibility for housing or homelessness support services • provide housing assistance or referrals to support services • coordinate services with community organisations and housing providers • manage housing and homelessness programs • develop and improve homelessness policies and services.
<p>Prevention of Family and Domestic Violence (FDV)</p> <p>Family Violence Incident Report (FVIR) triage and multi-agency case management; and Strategy and policy direction.</p>	<ul style="list-style-type: none"> • names and contact details • demographic and diversity information (for example, cultural and family background, disability, socio-economic, gender, and sexual orientation) • experiences related to FDV • safety and participation support needs • feedback on current strategies and initiatives. 	<ul style="list-style-type: none"> • assess eligibility and support diversity across advisory group membership • conduct screening processes • inform annual FDV Ministerial workplan (de-identified) • support the design of FDV laws, policies, services, and programs (de-identified).
<p>Seniors</p> <p>Administration of grant programs, Grandcarers' Support Scheme, and WA Seniors and State Concession Cards.</p>	<ul style="list-style-type: none"> • grant contact information and bank account details • card applicant name, date of birth, and contact details • card applicant ID verification documents • sensitive operational and medical information from the Department of Veterans' Affairs (DVA) • names and dates of birth of grandchildren. 	<ul style="list-style-type: none"> • assess grant applications • manage grants including grant payments • verify identity and assess eligibility for a WA Seniors Card or State Concession Card • assess and monitor grant applications • communicate with applicants and cardholders, including outbound email campaigns.
<p>Volunteering</p> <p>Administration of grant programs and the WA Volunteer Service Awards.</p>	<ul style="list-style-type: none"> • grant contact information and bank account details • volunteer names and attendance details. 	<ul style="list-style-type: none"> • assess grant applications • manage grants including grant payments • develop and improve volunteering policies and programs.
<p>Women</p> <p>Administration of grant programs and policies.</p>	<ul style="list-style-type: none"> • grant contact information and bank account details • name and contact details of event attendees • case studies, photos, and other material regarding attendees at our events or grant programs. 	<ul style="list-style-type: none"> • assess grant applications • manage grants including grant payments • communicate upcoming events and activities.

Portfolio	We collect the following personal information...	We use this information to...
<p>Youth Administration of Grant programs, the Youth Advisory Council, Youth Ambassadors, and Youth Action Plan.</p>	<ul style="list-style-type: none"> • grant contact information and bank account details • applicant names, ages, and contact details • demographic information • attendance information at youth events • other information provided through applications, consultations, or engagement activities. 	<ul style="list-style-type: none"> • assess and select Youth Advisory Council members and Youth Week Ambassadors • assess grant applications • manage grants • make grant, role, and expense payments • create content and communicate for youth services and events (with consent).

We may also use this information to:

- Conduct analyses to monitor and improve service delivery.
- Prepare ministerial reports, briefings, or advice provided to Minister for relevant portfolio as per our statutory functions and ministerial accountability obligations.
- Support internal audit activities and external audit functions under the *Auditor General Act 2006 (WA)*.
- Notify Ombudsman WA of investigations, complaints, or reviews of administrative action under the *Parliamentary Commissioner act 1971 (WA)*.

For further information please refer to [Communities Privacy Policy and Collection Notices page](#).

When can you remain anonymous?

Individuals may choose to remain anonymous when making a general enquiry. Where all requested information is not received it may limit our ability to provide services, assess support needs, or respond to requests.

There are many circumstances where, for various reasons, including legislative requirements, anonymity is not possible.

Who do we share information with?

Communities will only use or disclose an individual’s personal information for the purpose it collected the information and/or for a purpose required or permitted by law.

We may also share information:

- within Communities for the provision of related services
- to other Western Australian Government agencies, and oversight bodies or regulators where authorised or required by law
- with organisations engaged to deliver programs or services on our behalf
- with corresponding agencies in other jurisdictions or commonwealth agencies
- to other organisations, where permitted by law, or where you have given us your consent.

How do you access or correct your information?

Under the *Freedom of Information Act 1992*, you have the right to access personal information held by government agencies. You can also ask us to correct information you believe is inaccurate, incomplete, outdated, or misleading. Details on how to submit a request can be found on our [Freedom of Information](#) page.

Where can you find further information?

For further information about how we manage personal information, please refer to the specific portfolio collection notices, Communities [Privacy Policy](#) or contact our Privacy Officer at privacy@communities.wa.gov.au.