



# HOW WE USE AND SHARE INFORMATION

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## How We Use and Share Information

Strongly Kinected understands that information shared with us can be personal and sensitive. This page explains, in plain language, how information is collected, used, and shared.

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## Why We Collect Information

We collect information to:

- assess whether our services are appropriate
- deliver agreed services
- complete assessments or reports where relevant
- meet legal, ethical, and professional obligations

We only collect information that is relevant to the service being provided.

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## How Information Is Collected

Information may be collected through:

- intake forms and enquiries
- interviews and conversations
- observations during services
- documents provided by clients or referrers
- referrals from agencies, courts, or professionals

Where possible, information is collected directly from individuals.

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## How Information Is Used

Information is used to:

- provide services within the agreed scope
- document service delivery or assessment processes
- communicate with clients and referrers
- manage safety and quality

Information is not used for marketing or unrelated purposes.

## **When Information Is Shared**

Information may be shared:

- with referring agencies or courts
- with professionals authorised by the referral or consent
- where required by law, subpoena, or court order

Information is shared only where lawful and necessary.

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## **Mandatory Reporting and Legal Obligations**

Strongly Kinected practitioners are mandatory reporters under Queensland law.

If we reasonably believe a child is experiencing, or is at risk of, harm, we are legally required to notify the appropriate authority (such as Child Safety Services or the Queensland Police Service).

This obligation applies even if a client does not consent to the information being shared.

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## **Limits of Confidentiality**

While we respect privacy:

- confidentiality is not absolute
- legal and safety obligations override confidentiality
- information shared in services may be included in records or reports

This applies to both support services and assessment services.

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## **Assessments vs Support Services**

Some services involve formal assessment and reporting. Others are supportive and non-evaluative.

The way information is recorded and shared depends on the service engaged. This is explained during the intake and consent processes.

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## **Questions or Concerns**

If you have questions about how information is used or shared, you are encouraged to ask before or during service delivery.