

# Direction relating to the Redfern Waterloo Case Coordination Project

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As Privacy Commissioner appointed under Part 4, Division 1 of the Privacy and Personal Information Protection Act 1998 (NSW) (the PPIP Act), I Elizabeth Coombs, hereby direct pursuant to section 41 of the PPIP Act that:

## Overview

1. This is a direction made under section 41(1) of the PPIP Act. It should be read in conjunction with that Act.

## Interpretation

2. For the purposes of this Direction:

**“Case Coordination Framework”** means the procedure for referral and management of Complex Cases described in this Direction.

**“child”** means a person under the age of 16 years.

**“Complex Case”** means a case assessed as a complex case by the Contact Organisation, having regard to the Case Coordination Assessment Criteria, as set out in this Direction.

**“Contact Organisation”** means the Participating Organisation or Participating Agency which first considers a case for referral to the Senior Officers’ Group for management within the Project.

**“NSW Police Force”** means the NSW Police Force as established under the *Police Act 1990 (NSW)*.

**“Senior Officers’ Group”** means the Redfern Waterloo Case Coordination Senior Officers’ Group, which is comprised of representatives from Participating Organisations and Participating Agencies.

**“Participating Agency”** means an agency participating in the Project, as listed in the Schedule to this Direction.

**“Participating Organisation”** means an organisation participating in the Project.

**“Personal information”** has the meaning given to it by section 4 of the PPIP Act.

**“Project”** means the Redfern Waterloo Case Coordination Project.

**“young person”** means a person who is aged 16 years or over but who is under the age of 25 years.

## Application

3. This Direction applies to each Participating Agency.

## Public interest

4. This Direction has been made to allow Participating Agencies to collect, use and disclose personal information for the purpose of implementing the objectives of the Project. I am satisfied that the public interest in making this Direction to enable the implementation of the Project is greater than the public interest in requiring Participating Agencies to comply with the Information Protection Principles referred to below. A corresponding direction may apply to the Project under the *Health Records and Information Privacy Act 2002 (NSW)*.

# The Redfern Waterloo Case Coordination Project

## Objective

5. The object of the Project is to improve case coordination between Participating Organisations and Participating Agencies regarding the management of Complex Cases involving children, young people and families in the Redfern Waterloo area. This is to be achieved through the implementation of a Case Coordination Framework, as outlined in this Direction.

## Operation of the Case Coordination Framework

6. The Case Coordination Framework requires Participating Organisations and Participating Agencies to take the following steps in the referral and management of Complex Cases:

## Assessment of the case

- 7.1 A Contact Organisation will make an assessment as to whether it is appropriate to refer a child's or a young person's case to the Senior Officers' Group having regard to the following Case Coordination Assessment Criteria:
  - a. The child or young person temporarily or permanently resides in Redfern, Darlington, Alexandria, Eveleigh or Waterloo or has strong links to the area through school, relatives or another significant connection;
  - b. The child or young person is a high level risk to themselves or others,
  - c. Multiple agency collaboration is necessary due to the complexity of the case; and
  - d. Agency intervention has failed to reduce the risks so far.
- 7.2 If the Contact Organisation concludes that the case should not be referred to the Senior Officers' Group, the Contact Organisation will proceed to deal with the case in accordance with the Contact Organisation's usual procedures.
- 7.3 If the Contact Organisation concludes that the case should be referred to the Senior Officers' Group, the Contact Organisation will seek the consent of the child or young

person (or where applicable, a parent or guardian) to the collection, use and disclosure of personal information about the child or young person by Participating Agencies for the purpose of assessing and managing the child's or young person's case within the Project, unless it forms a reasonable view that this is not appropriate (for example, because seeking consent could unreasonably delay necessary services being provided).

### **Case management and assessment by the Senior Officers' Group**

- 7.4 On referral, the Senior Officers' Group will assess whether management of the case within the Project is appropriate.
- 7.5 If the Senior Officers' Group determines that case management within the Project is appropriate, and the child or young person (or where applicable, a parent or guardian) has not already provided consent to the collection, use and disclosure of personal information about the child or young person by Participating Agencies for the purpose of assessing and managing the case within the Project, the Senior Officers' Group will request the Contact Organisation to seek that consent, unless it forms a reasonable view that this is not appropriate (for example, because seeking consent could unreasonably delay necessary services being provided).

### **Collection, use and disclosure of information**

- 7.6 A Participating Agency may rely upon this Direction to collect, use and disclose personal information about the child or young person for the purpose of assessing and managing the case within the Project, whether or not the consent of the child or young person (or, where applicable, the child's or young person's parent or guardian) is obtained.

### **Provisions**

8. A Participating Agency, in collecting, using and disclosing personal information for the purpose of assessing and managing a case within the Project, consistently with the objects of the Project, need not comply with sections 8(1), 9, 10, 17, 18 or 19 of the PPIP Act.
9. Paragraph 8 is subject to the condition that the collection, use and disclosure of personal information by Participating Agencies and is reasonably relevant and reasonably necessary for the purpose of meeting the objects of the Project.

### **Duration**

10. This Direction commences on **1 January 2014** and expires on **30 June 2015**, whichever is earlier.

Signed by me on **23 December 2013**.

Elizabeth Coombs  
**Privacy Commissioner**

## **Schedule – Agencies to which this Direction applies – “Participating Agency”**

Council of the City of Sydney

Department of Attorney General and Justice

Department of Education and Communities

Department of Family and Community Services

Department of Premier and Cabinet

Justice Health

NSW Ministry of Health

NSW Police Force

South Eastern Sydney Local Health District

South Western Sydney Local Health District

Sydney Local Health District

Urban Growth NSW Development Corporation