



November 2018

HSNet Factsheet: New User Policies

From November 2018, two new Human Services Network (HSNet) website policies replace all previous HSNet user policies.

HSNet website user policies which no longer apply

- HSNet legacy policies which no longer apply include:
 - *HSNet Terms and Conditions of Access Policy*
 - *HSNet Web Content Policy*
 - *HSNet Publishing Policy*
 - *HSNet e-Referral Usage and Authorisation Policy*
 - HSNet website *Privacy Policy* (pre-November 2018)
 - HSNet website *Disclaimer Policy* (pre-November 2018)

New policies which now apply

- From November 2018 signing on, uploading documents or signing up to HSNet will require that users have read and understand the new [HSNet Privacy and Security Policy](#) and the new site [Disclaimer Policy](#). Both policies can be located at the bottom of each HSNet site page.
- These two new HSNet policies aim to:
 - bring HSNet website policy up-to-date
 - reduce the number and complexity of HSNet policies to ensure that users understand their legal responsibilities.
 - better safeguard users' information and increase privacy
 - increase site security

The HSNet Privacy and Security Policy

- Agencies and individuals using HSNet are obliged to comply with requirements set out in the *HSNet Privacy and Security Policy* when they use HSNet.
- The *HSNet Privacy and Security Policy* applies to all members uploading information to and sharing from restricted (private) and public Groups in HSNet. The policy also applies to activities related to making, sending and receiving e-Referrals through HSNet and uploading information to HSNet.
- The policy applies from the moment an agency identifies a request to refer a client to another human service agency or non-government organisation and continues until the receiving agency accepts the client's information.



- The policy does not cover any other information that an agency collects or holds on its clients, or what may happen to the information once it is received by the agency. Any other use of the client's information must be covered by an agency's own privacy policies.
- The *HSNet Privacy and Security Policy* outlines:
 - principles to guide the day-to-day management of information in the HSNet system, including guidance on uploading, sharing and removing information from the HSNet site, including Groups
 - guidance on the process and importance of gaining consent, including definitions and explanations, informed consent, substitute consent and exceptions to the requirement for these.
- [HSNet eReferral and Group Reference Guides](#) are available to guide the application of this policy under the 'Support -> e-Learning' tabs on the HSNet website.

The HSNet website Disclaimer Policy

- A new, expanded HSNet website *Disclaimer Policy* has now been loaded to the HSNet site. The new Disclaimer reflects the expanded functions of HSNet in recent years, site usage and reflects contemporary considerations around user privacy, copyright and site security.
- The document explains in plain English and in greater detail the limits of HSNet's responsibilities in relation to:
 - copyright
 - website content
 - groups and discussion forums
 - monitoring of site activity and content
 - links to other websites
 - website security.

Legislation

Both new HSNet policies provide links to relevant NSW and Commonwealth legislation that guide the operation of the HSNet site and its use by agencies and individuals. For a comprehensive listing of legislation, refer to the new *HSNet Privacy and Security Policy*.

Dealing with complaints and breaches of privacy

Complaints in relation to a breach of privacy can be made directly to HSNet by emailing hsnet@facns.nsw.gov.au, or calling 02 9765 5260.

HSNet users may also lodge a complaint with the [Australian Communications and Media Authority \(ACMA\)](#), which monitors Australian internet content. ACMA can be contacted on 1300 850 115 / info@acma.gov.au. Users with breach of privacy concerns may lodge a complaint with the [Office of the NSW Privacy Commissioner](#) on 1800 472 679 / ipcinfo@ipc.nsw.gov.au.