**DFV Connect User Agreement**

DFV Connect

From November 2023 Women’s Domestic Violence Court Advocacy Services (WDVCASs) will transition to a new system for collecting and working with WDVCAS client information. The new system, DFV Connect, is owned and maintained by Legal Aid NSW, and used by the WDVCASs and the Local Support Services (LSSs) to support male victims.

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# Agreement overview

## Scope and purpose of Agreement

This DFV Connect User Agreement (‘the Agreement’) is intended to protect DFV Connect and the information contained in it from intentional or unintentional damage. Unless stated otherwise, ownership of DFV Connect and client data is held by Legal Aid NSW.

The Agreement will be reviewed every 12 months.

## Applicability

The Agreement applies to all WDVCAS and LSS staff (Users) using DFV Connect. DFV Connect will be used to manage client information for the following funded programs:

* Women’s Domestic Violence Court Advocacy Service (WDVCAS)
* Family Advocacy and Support Service (FASS)

WDVCAS and LSS Managers should ensure that all relevant staff members have read and signed this Agreement. If anything in this Agreement is unclear, please contact the Legal Aid NSW Administrator.

## Compliance

It is the responsibility of all Users who access DFV Connect to comply with this Agreement.

By signing this Agreement, Users accessing the DFV Connect indicate they understand their obligations and responsibilities, and that failure to comply with this Agreement may result in civil or criminal legal action.

## Legislative environment

This Agreement complies with the requirements of:

* Sections 12 and 17(1) of the *Workplace Surveillance Act 2005 (NSW)*
* *Government Sector Employment Act 2013 (NSW)*
* *OFS-20215-05-NSW Government (DISP) Digital Information Security Policy*
* *Privacy and Personal Information Protection Act 1998 (NSW)*
* *Health Records and Information Privacy Act 2002 (NSW)*

# Information management and handling

Users must be mindful of the security requirements of DFV Connect at all times. Reasonable precautions must be taken by Users to safeguard the information collected in DFV Connect against inappropriate or unauthorised access. In particular:

* DFV Connect can only be used for business purposes in line with this Agreement, the WDVCAP Policy and Procedures Manual, the FASS Manual and the Safety Action Meeting (SAM) Manual.
* Users must only access DFV Connect when there is a valid business requirement to do so. This means the information must:
	+ Relate to a WDVCAS or LSS client you are assisting, or who has been referred to you; and
	+ Be required to perform your work duties in line with the WDVCAS or FASS Service Agreement.
* Users must comply with all requirements in relation to the collection, storage, access, accuracy, use and disclosure of a clients personal and health information.
* Destruction or deletion of DFV Connect records is to occur only with prior formal approval from Legal Aid NSW and in accordance with records management legislation.

As DFV Connect is a Legal Aid NSW system, Users must also comply with the following documents (together “Legal Aid NSW Privacy Policies):

* Legal Aid NSW Privacy Management Plan (Attachment 1)
* Legal Aid NSW Privacy Roles and Responsibilities (Attachment 2)
* Legal Aid NSW Legal Guide – Dealing with Data Breaches (Attachment 3)

Please note, the Legal Aid NSW Privacy Policies may be updated, replaced, or added to from time to time by Legal Aid NSW. Any updated or new documents will be uploaded to the WDVCAP website.

# User access

Access to DFV Connect is restricted through User identification and authentication controls. Each User will be uniquely identifiable to ensure accountability for use.

Only the Legal Aid NSW Administrators (WDVCAP staff) can authorise Users to access DFV Connect. Only Users who are employed directly by the following organisations will be granted access to DFV Connect:

* Legal Aid NSW
* The Department of Communities and Justice (DCJ)
* A Women’s Domestic Violence Court Advocacy Service (WDVCAS)
* A Local Support Service (LSS)
* Relationships Australia

Access privileges to information in DFV Connect will be limited to the minimum level required to fulfill the functions of the Users position. Individuals requesting access to DFV must:

* Be aware of their obligations regarding information sharing and privacy
* Undertake training on the operation of DFV Connect
* Sign this Agreement

In line with privacy legislation, Users should only access or use any client information on DFV Connect:

* To provide WDVCAS or FASS services, or for another directly related reason, such as referral checks
* Where required or permitted by law
* Where necessary to prevent or lessen a serious and imminent threat to the life or health of a person
* Where another exemption under the privacy legislation applies.

Users should not use or access any client information on DFV Connect:

* For any reason not listed above, unless they have client consent to do so
* To gossip, out of curiosity (e.g. if a case is in the media), or for personal benefit
* As a favour for another person
* To perform random searching of DFV Connect for familiar names or accessing information on family, friends or co-workers
* In a way that is not consistent with the impartial exercise of your regular functions as a WDVCAS or FASS employee.

Users with access to DFV Connect must observe the following measures:

* Each User will be assigned an individual username
* Each User will be asked to set a password that complies with the password requirements noted below
* The level of access for each User will be determined by the Legal Aid NSW Administrator and will be based on funding program and role. For example, where a WDVCAS delivers a Family Advocacy and Support Service (FASS) the Manager will access to WDVCAS client information, and FASS female client information.
* At minimum, each user can:
	+ View and edit person account information (basic client information) for all clients within their funding program.  For example, a WDVCAS worker from Happy Valley WDVCAS, can view basic client information for all WDVCAS clients across NSW, but not FASS clients.
	+ Access and view client referral information (information about referrals received) for referrals within their funding program.  For example, a DFV Specialist worker from Happy Valley WDVCAS will have access to client and referral information for all WDVCAS clients across NSW, but not for FASS clients.
	+ Access and edit client referral information for referrals within their service area.  For example, a DFV Specialist worker from Happy Valley WDVCAS can update and edit referral information for all referrals assigned to Happy Valley WDVCAS, but not for Moody Mountain WDVCAS.
	+ View, access and edit client case information, including service events and court outcomes, for all cases created within their service area. They will not be able to view cases attached to referrals that are allocated to a different WDVCAS, even if they’re for the same client.  For example, a DFV Specialist worker from Happy Valley WDVCAS will only have access to client case information for referrals assigned to Happy Valley WDVCAS.

Legal Aid NSW will undertake an audit of access to DFV Connect on a quarterly basis.

# Passwords

All Users are responsible for ensuring that:

* The confidentiality of their password is maintained at all times and only known to the User.
* Passwords must be changed on initial login and meet the password requirements listed below .
* Their password will be changed if they know or suspect that their password has been compromised
* They will use different passwords to access DFV Connect to those used to access personal services such as email, internet banking or social media sites.
* Their screen is locked when they are away from their workstation OR ensure a timeout requiring login is active on their computer.

Users must not:

* Include passwords in automated log-on process, e.g. stored in a macro or function key.
* Base passwords on anything another individual could easily guess or obtain using person related information, e.g. names, telephone numbers, dates of birth etc.
* Share their password with anyone .
* Write down passwords or store them in a file on a local computer.

User passwords must meet the following complexity requirements:

* Minimum 12 characters in length
* Contain characters for at least three of the four categories:
	+ English uppercase characters (A through Z)
	+ English lowercase characters (a through z)
	+ Numerals (0 through 9)
	+ Non-alphanumeric characters (e.g. \*, $, %, @)

When a user no longer requires access to DFV Connect, the WDVCAS Manager, or WDVCAS Provider must notify the Legal Aid NSW Administrators, so the persons access be disabled.

# Incident reporting

Users must report any security incidents, breaches and weaknesses to the Legal Aid NSW Administrators in a timely manner.

Security incidents may include but are not limited to:

* Suspicion that a User account has been used by someone else
* Unauthorised access to DFV Connect by a third party
* Breach of confidentiality
* Suspicious approach or persuasion to disclose passwords or other sensitive information
* Computer virus or malware

Security breaches must be reported to Legal Aid NSW at servicedesk@legalaid.nsw.gov.au

Breaches of this Agreement include but are not limited to:

* Users accessing information for any reason not approved under this Agreement.
* Divulging any client information without their consent or a lawful reason. For example, disclosing DFV Connect information via any form of social media
* Sharing, copying or changing information without proper authorisation. For example, making unauthorised changes to client information in DFV Connect.
* Users sharing their DFV Connect password with others
* Leaving your computer open and unattended while logged in to DFV Connect

Breaches should be reported to Legal Aid NSW using the Privacy Incident Form (Attachment 4).

Users must report lost or stolen computing devices connected to DFV Connect to the Legal Aid NSW Administrators.

# Acknowledgement Agreement

*Please note, Users are bound by this Agreement regardless of whether they continue to be an active user of DFV Connect.*

I understand and agree to the following with respect to DFV Connect access:

1. I will only use DFV Connect in line with this Agreement
2. I will only access information I need to do my job
3. I will not disclose, copy, release, sell, alter, or destroy any confidential information
4. I will not misuse or be careless with confidential information
5. I will not disclose my DFV Connect password to anyone
6. I understand I am responsible for all activities I undertake using my DFV Connect password
7. I understand that my access and use of DFV Connect may be audited
8. I will not inappropriately delete client information in DFV Connect
9. I will report any activities to my Manager that I suspect may compromise the confidentiality of DFV Connect
10. I will protect the privacy of information accessed via DFV Connect
11. I will comply with the relevant Legal Aid NSW privacy policies
12. I understand my obligations under this Agreement will continue after termination of employment.
13. I am aware that failure to comply with this Agreement may result in civil or criminal legal penalties.

**By signing this, I agree that I have read, understand and will comply with this Agreement:**

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

WDVCAS / FASS WOMEN / FASS MEN  (circle relevant options)

Service area: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position title:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work mobile: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_