

Terms and Conditions

The purpose of findhelptas.com.au

findhelptas.com.au aims to provide a wide ranging, publicly accessible, independently managed database of Tasmania's social services. It is for the use of the general public and to assist those working in and with the sector to access an up-to-date listing of available services.

Who is findhelptas.com.au?

findhelptas.com.au was originally developed by a collective led by Anglicare Tasmania's Communities for Children initiative, and funded by the Australian Government. Since July 2015 it has been funded through a partnership including:



findhelptas.com.au is managed by



TasCOSS and the partnership organisations maintain the findhelptas database and reserve the right to publish, or not publish, listings to ensure the database fulfils its purpose.

To make the database as broad and inclusive as possible, it is not limited to organisations and services associated with TasCOSS, its member organisations or those of the partnership. A listing within the register does not represent endorsement, recommendation or promotion of the organisation or service by TasCOSS or the partnership organisations.

Conditions for listing information in *findhelptas.com.au*

Types of organisations

To be eligible to be registered within this directory, your organisation must:

- Provide support services to Tasmanian communities;
- provide services that seek to benefit Tasmanian communities and increase the health and wellbeing of Tasmanians;
- Provide services that are accessible to people in the community
- not have any disqualifying purposes, examples include but are not restricted to:
 - engaging in or promoting unlawful activities,
 - being a political party, or promoting or opposing a political party,
 - engaging in activities that are contrary to the purposes of this registry;
- not impersonate or misrepresent an affiliation with an organisation, service or business being listed.

We reserve the right to include or exclude listings at our discretion with the intent of best supporting the goals of findhelptas, this includes consideration of broader range of listings for rural and remote areas where services are often limited.

Listing with the findhelptas.com.au website is free-of-charge.

TasCOSS and the collective partnership established to oversee management of the website are not liable for any business losses, loss of revenue, income, profits or anticipated savings, loss of contracts or business relationships, loss of reputation or goodwill, or loss or corruption of information or data associated with listing on findhelptas.

Suitable information to be listed

Information in the directory is restricted to the fields provided in the online submission form.

It is the responsibility of the organisation submitting information to:

- ensure the email address, phone and fax numbers, physical, postal and website addresses are correct;
- represent their organisation accurately and make all effort not to misrepresent an affiliation with any other organisation or service listing in the directory.
- exclude telephone numbers listed on the Commonwealth Do-Not-Call Register;
- have the necessary rights, including copyright, to the content, images and other information submitted; and

Content conditions

Content in directory listings must comply with the following conditions:

- Text fields will be plain text only, with no hidden code or HTML.
- Information must not be defamatory, threatening, harassing, abusive, discriminatory, unlawful, obscene, offensive, profane or indecent.
- The rights of other organisations listed in the *findhelptas.com.au* website must be respected.
- Duplicate listings for services and organisations will be deleted.

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Process for new listings

All new listing submissions to the directory are made using the online submission form and must include all required information before being considered. Submissions are reviewed by the findhelptas administrator and may be edited for spelling, grammar and accuracy of information.

If the administrator is uncertain about the suitability of a listing, it will be referred to the partnership committee for review, who will evaluate the submission for suitability based on the service's purpose as stated above. The submitter will be notified of the decision of the partnership committee.

The administrator will contact the submitter to verify any significant changes to content before inclusion or to notify them that their submission has been unsuccessful.

Process for reviewing and updating listings

The findhelptas administrator contacts organisations approximately annually in order for listings to be reviewed and updated as needed.

This is achieved by the findhelptas administrator sending a Verification Request for each listed service or program to the nominated organisation contact. The organisation can then review and adjust their listings as needed.

Once reviewed the listings will remain active for a further 12 months.

If it is brought to the attention of *findhelptas.com.au* that information is out of date, the site administrator will contact the organisation to provide an update.

Organisations can contact the findhelptas administrator at any time to request a Verification Email in order to update their information.

Process for deleting listing

Organisations have the right to request at any time that their listing in *findhelptas.com.au* be removed.

If it comes to the attention of *findhelptas.com.au* that an organisation or service is no longer available, the *findhelptas* administrator has the right to remove the listing in the directory. Every attempt will be made to contact the organisation to determine if the service has changed or is available elsewhere.

Conditions for using information from *findhelp.tas.com.au*

The material on this website is restricted to general information about services and organisations in Tasmania, including contact details, overviews of services and programs, and basic organisational information. Information available on the website does not constitute professional advice, endorsement or recommendation of the services listed in the directory.

The collective partnership own the intellectual property rights for the website and the presentation of materials on the website.

Website users should evaluate the accuracy, currency and appropriateness of the information provided to determine relevance for their purposes. Website users may view, download for caching purposes only, and print pages or other content stored on this website for personal use, subject to the restrictions set out below.

Website users must not:

- republish material from this website (including republication on another website);
- sell, rent or sub-license material from the website including directory lists;
- reproduce, duplicate, copy or otherwise exploit material on this website for a commercial purpose, including creating customer lists;
- conduct any systematic or automated data collection activities (including without limitation scraping, data mining, data extraction and data harvesting);
- redistribute material from this website except for content specifically and expressly made available for redistribution; or
- use the website or information from the website to engage in misleading or deceptive on-line marketing practices, including transmitting junk mail, spam, chain letters or engage in other flooding techniques or mass distribution of unsolicited email.

Links to external websites

Information on organisations and services listed in *findhelptas.com.au* includes links to other websites. The site administrator takes reasonable care when linking to appropriate websites and other online information, but has no control over the content of the linked websites. Website users must make their own decisions about the accuracy, currency, reliability and correctness of information contained in linked external websites.

Privacy

findhelptas.com.au is bound by the provisions of the Privacy Act 1988 (Cth), including the Australian Privacy Principles.

Collection of personal information

Website users

To provide website users with effective and efficient information, this website may use 'cookies'. A cookie is a small file placed on the website user's computer when visiting a website and used as a tool to remember preferences, fill in commonly used text fields, and tailor browsing to the user's past activity. Cookies can be turned off by selecting the appropriate browsing or security settings. However, disabling cookies may affect the functionality of the website.

The *findhelptas.com.au* website uses website analytics that collects information about the visitors to the website and their activity while on the website. The information collected does not identify individual website users.

If website users contact TasCOSS, members of the collective partnership, or the *findhelptas.com.au* website administrator directly, either through an online form, email or phone, contact information may be requested in order to respond to queries, complaints and requests.

The *findhelptas.com.au* website contains links to other websites. TasCOSS and the collective partners are not responsible for the privacy practices of linked sites.

Organisations and services listing information

Organisations are responsible for the information they supply for use within the *findhelptas.com.au* website. It is recommended that personal, private or sensitive information not be included when submitting contact and organisation information.

Protection of personal information

The *findhelptas.com.au* website is hosted in Australia using secure storage and hosting facilities, with access limited to authorised administrators only. Privacy of data and personal information is protected through the use of physical, technical and administrative safeguards, and the maintenance of security technology and systems. Staff and website administrators are trained about the importance of confidentiality and maintaining the privacy and security of information.

Sharing information

Information within the directory is publicly available and free for the individuals and organisations to use as stipulated in the terms and conditions.

TasCOSS, members of the collective partnership and the website administrators will not use information stored within the *findhelptas.com.au* for any purposes other than as a directory and repository of Tasmanian social and community organisation descriptions with associated contact details.

Feedback

Feedback about findhelptas is always welcome and can be forwarded to the site administrator at admin@findhelptas.com.au, or by contacting TasCOSS directly on 6231 0755.

Feedback is recorded and responded to in a timely manner and taken to the collective partnership for review as required.

Feedback relating to a listed organisation should be directed to the organisation in question.

Contact details

Site administrator: Email: admin@findhelptas.com.au,

TasCOSS: 6231 0755