

Terms and Conditions

The purpose of FindHelpTAS

FindHelpTAS.org.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.

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.

Users of www.FindHelpTAS.org.au should not rely solely on the information provided and must make their own enquiries, inspections and assessments as to suitability and quality of services.

Types of Organisations listed

The directory includes Government, statutory, regional, other bodies and establishments providing services to the community.

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 directory;
- 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.

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.

FindHelpTAS Rights and Responsibilities

FindHelpTAS reserves the right to:

- Remove information which is political, racist, unlawful, threatening, abusive, indecent, pornographic or defamatory.
- Provide information contained in any directory in other formats ie publications and online newsletters
- Amend the Terms and Conditions at our discretion. We recommend you revise the Terms and Conditions regularly.

Suitable information to be listed

Information in the directory is restricted to the fields provided in the program listing form.

It is the responsibility of the organisation submitting information to:

- ensure email addresses, phone 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

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.org.au* website must be respected.
- Duplicate listings for services and organisations will be deleted.

Process for new listings

All new listing submissions to the directory are made using the Add a Program form and must include all required information before being considered. New and updated programs 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

Listing organisations renew their membership annually which provides an annual prompt to check their listing information.

Organisations can login at any time to update their information. All changes are checked by the FindhelpTAS administrator prior to posting.

If it is brought to the attention of *FindHelpTAS.org.au* that information is out of date, the site administrator contacts the organisation to provide an update.

Users of the site can also identify incorrect information using a link on the Program page, this generates an email to the listing organisation to prompt them to review their information.

Process for deleting listing

Organisations can login and remove program listings at any time.

If it comes to the attention of *FindHelpTAS.org.au* that an organisation or service is no longer available, the organisation is contacted to follow up.

The *FindHelpTAS* administrator has the right to remove listings as deemed necessary by the partnership group, if corrective action by the listing organisations has been unsatisfactory.

End Users - Conditions for using information from FindHelpTAS

Reasonable efforts are made to ensure that information on this website is accurate.

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.

FindHelpTAS does not accept liability for anything, including injury, loss or damage, contained on or accessed via this site. FindHelpTAS does not take responsibility for the consequences of viewing or using content in linked sites. Content of linked sites is not controlled by FindHelpTAS. FindHelpTAS will do its best to ensure that this site is virus-free, but cannot accept any responsibility for damage suffered as a result of any virus transmitted through visiting this site or any linked site.

The information on this website is not exhaustive. No warranty, representation or undertaking is made about the content, accuracy and completeness of the information provided. For a more comprehensive listing of other local public or private bodies, check local newspapers, telephone directories or other websites.

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.org.au* includes links to organisation and other websites. The site administrator takes reasonable care when reviewing program listing submissions, but does not accept any responsibility for 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.

Links to external websites should not be taken as an endorsement or recommendation of any content or third party products or services offered by or promoted on this site. This includes commercial products advertised on linked sites.

Privacy Policy

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

Collection of personal information

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

1.1.2 Organisations and services listing information

Organisations are responsible for the information they supply for use within the *FindHelpTAS.org.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.org.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.org.au* for any purposes other than as a directory and repository of Tasmanian social and community organisation descriptions with associated contact details.

Security

Users should be aware that the Internet is an insecure public network that gives rise to a potential risk that a user's transactions are being viewed, intercepted or modified by third parties or that files which the user downloads may contain computer viruses or other defects.

FindHelpTAS.org.au does not accept any responsibility for any interference with or damage to a user's computer system, software or data occurring in connection with this web site. Users are encouraged to take appropriate and adequate precautions to ensure that whatever is selected from this site is free of viruses or other contamination that may interfere with or damage the user's computer system, software or data.

Feedback

Feedback about FindHelpTAS is always welcome and can be forwarded to the site administrator at admin@FindHelpTAS.org.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 an organisation's listing should be directed to the organisation in question.

Contact details

Site administrator: Email: admin@findhelptas.org.au

TasCOSS: 6231 0755