



PO Box 117 Mitcham Shopping Centre, 5062
Ph: 1300 884 340 | Fax: 08 8180 1850
ABN 33 598 265 121

Privacy Policy for management of Personal Information

This document describes the privacy policy of In-School Psychology for the management of clients' personal information. The psychological service provided is bound by the legal requirements of the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth).

Client Information

Client files are held in secure filing cabinets or in secure electronic document management systems, which is accessible only to authorised employees. The information on each file includes personal information such as name, address, contact phone numbers, medical history, and other personal information collected as part of providing the psychological service and to allow for billing to Medicare Australia.

How client's personal information is collected

A client's personal information is collected in a number of ways during psychological consultation with In-School Psychology, including when the client or clients' parent/guardian provides information directly to In-School Psychology using hardcopy forms, correspondence via email, when the client interacts directly with In-School Psychology employees such as a receptionist, and when other health practitioners provide personal information to In-School Psychology via referrals, correspondence and medical reports.

Consequences of not providing personal information

If the client does not wish for their personal information to be collected in a way anticipated by this Privacy Policy, In-School Psychology may not be in a position to provide the psychological service to the client. Clients may request to be anonymous or to use a pseudonym, unless it is impractical for In-School Psychology to deal with the client or if In-School Psychology is required or authorised by law to deal with identified individuals. In most cases it will not be possible for the client to be anonymous or to use a pseudonym, however if In-School Psychology agrees to the client being anonymous or using a pseudonym, the client must pay consultation fees at the time of the appointment.

Purpose of collecting and holding information

The information is gathered as part of the assessment, diagnosis and treatment of the client's presenting issue, and is seen only by the psychologist. The information is retained in order to document what happens

during sessions, and enables the psychologist to provide a relevant and informed psychological service.

Disclosure of personal information

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential and secure except where:

1. It is subpoenaed by a court, or
2. Failure to disclose the information would place you or another person at serious risk to life, health or safety; or
3. The client/guardian's prior approval has been obtained to
 - a) provide a written report to another professional or agency. eg. a GP or a lawyer; or
 - b) discuss the material with another person, eg. a parent or educator;

or if disclosure is otherwise required or authorised by law.

Request for access and correction to client information

At any stage clients may request to see and correct the personal information about them kept on file. The psychologist may discuss the contents with them and/or give them a copy, subject to the exceptions in the Privacy Act 1988 (Cth). If satisfied that personal information is inaccurate, out of date or incomplete, reasonable steps will be taken in the circumstances to ensure that this information is corrected. All requests by clients for access to or correction of personal information held about them should be lodged with In-School Psychology. These requests will be responded to in writing within 30 days and an appointment will be made if necessary for clarification purposes.

Concerns

If clients have concerns about the management of their personal information, they may inform In-School Psychology. Upon request they can obtain a copy of the Australian Privacy Principles, which describe their rights and how their personal information should be handled. Ultimately, if clients wish to lodge a formal complaint about the use of, disclosure of, or access to, their personal information, they may do so with the Office of the Australian Information Commissioner by phone on 1300 363 992, online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or by post to: Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001.