



PSYCHOLOGICAL
HEALTHCARE CENTRE

Privacy Policy for Management of Personal Information

Purpose

This document describes the privacy policy of Psychological Healthcare Centre 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).

Scope

This Privacy Policy governs all personal information collected by and provided to us and must be adhered to by all persons who access, use, process, control or otherwise deal with personal information on our behalf. This policy applies to independent contractors and job applicants, as well as individuals who provide us with personal information.

Client information

The clinicians using these private practice premises maintain client files that are held in a secure electronic document management system (Halaxy), which is accessible only to authorised contractors. 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.

How clients' personal information is collected

A client's personal information is collected in a number of ways during psychological consultation at Psychological Healthcare Centre, including when the client provides information directly to Psychological Healthcare Centre using hardcopy forms, correspondence via email, electronic forms and when other sole health professionals provide personal information to Psychological Healthcare Centre, via referrals, correspondence and medical reports.

Consequence 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, Psychological Healthcare Centre may not be in a position to provide the psychological service to the client. Please discuss concerns with your Psychological Healthcare Centre clinician who will explore options moving forward.

Purpose of holding personal information

A client's personal information is gathered and used for the purpose of providing psychological services, which includes assessing, diagnosing, and treating a client's presenting issue. The personal information is retained in order to document what happens during sessions and enables the treating clinician to provide a relevant and informed psychological service.

Disclosure of personal information

Clients' personal information will remain confidential except when:

1. it is subpoenaed by a court, or disclosure would in the reasonable belief of the Psychological Healthcare Centre clinician place a client or another person at serious risk to life, health, or safety; or
2. failure to disclose the information would in the reasonable belief of the Psychological Healthcare Centre clinician place a client or another person in serious risk to life, health or safety; or
3. the client's prior approval has been obtained to:
 - a) provide a written report to another agency or professional, e.g., a GP or a lawyer;
 - b) discuss the material with another person, e.g., a parent, employer, health provider, or third-party funder; or
 - c) disclose the information in another way; or
 - d) disclose to another professional or agency (e.g., your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected.

A client's personal information is not disclosed to overseas recipients unless the client consent or such disclosure is otherwise required by law.

Requests 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 clinician may discuss the contents with them and/or give them a copy. A fee is incurred for a copy of your client file please speak to your Psychological Healthcare Centre clinician. 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 Psychological Healthcare Centre director and clinician providing services. These requests will be responded to in writing within 14 business days and an appointment will be made if necessary for clarification purposes.