

Policy for Management of Personal Information

This document describes the policy of xxxx Private Subcontractor of Choices Mind & Body for the management of the practice's clients' information. The psychological service provided is bound by the legal requirements of the Australian Privacy Principles from Commonwealth Privacy Act (1988) Amendment 2014.

Client Information

Paper files are held in a secure filing cabinet, and computer files with password security, which are accessible only to the owner and contractors of Choices Mind & Body including xxxx. The information on each file includes personal information such as name, address, contact phone numbers, and other information which is relevant to the assessment process and psychological service being provided. Clients' name, contact details, appointment dates and attendance details will also be recorded within the Clinic where the service is being provided (Inner East Community Health / Deer Park Medical Centre). The Clinic staff **will not** have access to further information contained in the clients' personal files, other than reports provided to the GP's employed at clinic with clients' consent. Whilst anonymous names or pseudonyms may be used, accurate contact details are required to allow management of appointments, Occupational Health and Safety, and Risk of Harm issues. Clients' name, contact details, appointment dates and attendance details, and payment information will also be accessible to Choices Mind & Body, the company to whom xxxx is subcontractor. Choices Mind & Body will not have access to further information retained in client files which are the sole responsibility of xxxx.

Purpose of holding information

The information is gathered as part of the assessment, diagnosis, and treatment of the client's condition, and to provide reports to relevant professionals including general practitioners if the client is referred via a mental health care plan. Information contained within the file 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. Contact details recorded by Inner East Community Health or Deer Park Medical Centre is retained following registration at the Clinic to assist with appointment bookings and in line with Occupational Health and Safety Rules. Information accessed by Choices Mind & Body will be to assist with monitoring of services provided by subcontractors of the company.

Confidentiality Limits

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 otherwise required or authorised by law
2. It is deemed necessary to lessen or prevent a serious threat to the life, health, or safety of an individual, or to the public health or safety. Or to assist with locating a missing person
3. Your prior approval has been obtained to
 - a) provide a written report to another professional or agency e.g. GP or lawyer; or



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283 Church St
Richmond Vic 3121
Phone: (03) 9429 1811
Fax: (03) 9425 9551

Deer Park Medical Centre
Brimbank Central Shopping Centre
T-57 Neale Rd, Deer Park Vic 3023
Phone: (03) 9363 6101
Fax: (03) 9363 6121

- b) discuss the material with another person e.g. parent or employer;
4. It deemed necessary for legal advisory purposes associated with claims or complaints

Requests for access to /correction of client information

At any stage clients may request to see the information about them kept on file. The psychologist may discuss the contents with them and/ or give them a copy. Content deemed to be detrimental the clients well being, or which may contribute to serious threat to life, health or safety of an individual or the public may be withheld. All requests by clients for access to information held about them, or correction of information if deemed inaccurate, should be lodged in writing with xxxx Private subcontractor of Choices Mind & Body. These requests will be responded to within 30 days, including a written response for reasons relating to any refusal of access, and an appointment will be made if necessary for clarification purposes. Charges to pay for printing and copying will be invoiced to the client or client approved organisation requesting accesses.

Concerns

If you have a concern about the management of your personal information, please inform xxxx Private Subcontractor of Choices Mind & Body. Any concern will be responded to within 30 days and an appointment will be made if necessary for clarification purposes. Upon request you can obtain a copy of the National Privacy Principles, which describe your rights and how your information should be handled. Ultimately, if you wish to lodge a formal complaint about the use of, or access to, your personal information, you may do so with the Office of the Australian Information Commissioner on 1300 363 992, or GPO Box 5218, Sydney, NSW 1042. Alternatively you can discuss concerns with the Psychology Board of Australian on 1300 419 495 or the Australian Psychological Society on (03) 8662 3300

Professional Supervision, Advisors and Case Discussions

Xxxx Private Subcontractor of Choice Mind & Body will regularly be involved in external supervision with other Clinical Psychologists, and may participate in confidential case discussions used to train other professionals and to ensure that a high standard of care is provided to you. While your case may be discussed in these situations, your privacy is maintained and protected as your information is de-identified. If you have any concerns regarding this please discuss this with xxxx. Your personal information may also be shared with professional business advisors, including legal advisors to ensure appropriate conduct and complaint processes.



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