

PRIVACY & ACCESS POLICY - CLIENT FILES

Management of Personal Information

This document describes the policy of “Mindview Psychology” for the management of the practice’s client information. The psychological service provider is bound by the legal requirements of the National Privacy Principles 2014.

PURPOSE OF HOLDING INFORMATION FOR PSYCHOLOGICAL SERVICE

Client files are only accessed by authorised employees. The information on each file includes personal information such as name, address, and contact phone numbers. Other information is gathered as part of the assessment, diagnosis, and treatment of the client’s condition. The information is retained in order to enable the psychologist to provide a relevant and informed psychological service. This information will be a necessary part of the psychological assessment and treatment that is conducted with your permission.

REQUEST FOR ACCESS TO CLIENT INFORMATION

At any stage, clients may request to see the information about them kept on file. Your Psychologist will discuss the contents with you and give you a copy if required. All requests by clients for access to information held about them should be lodged with Mr Luke Carrangis, Clinical Director. These requests will be responded to within seven days and an appointment made for clarification purposes at the cost of a standard consultation.

CONCERNS

If you have a concern about the management of your personal information, please inform Mr Carrangis. 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 (www.oaic.gov.au) on 1300 363 992, or GPO Box 5218, Sydney, NSW 2001.

CONFIDENTIALITY

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

1. When you are referred under a Mental Health Care Plan, a written progress report is provided to your doctor from your Psychologist
2. The information is subpoenaed by a court; or
3. Your prior approval has been obtained to:
 - o Provide a written report to another professional or agency (e.g., GP or lawyer); or
 - o Discuss the material with another person e.g. a parent or employer.

There are, however, some things that we are legally obliged to report:

- o If at any time we believe you intend to hurt yourself or others we will report such information to the appropriate authorities such as the Police or Crisis Assessment Team (CAT).
- o Your Psychologist must report any illegal activity that we are told of when we have information of a specific date, time, or location of victims.
- o Your psychologist is legally obliged to report if you disclose any behaviours that you have been involved in that you have not been charged or convicted for when we have specific information of dates, times, or locations of victims.

(Please print name in block letters)

I have read and understood the above information and agree to the above conditions **OR**

I am the Legal Guardian of the above-named person and sign on their behalf.

Signature Date