



PRIVACY POLICY

As part of providing best practice counselling, your counsellor will need to collect and record personal information which will include, but not limited to where relevant, any personal contact information, medical history, medication history and allied health history, therefore it is essential relevant Guidelines, Acts and Legislations are adhered to by your clinician.

Information is retained to document discussions and disclosures during sessions, therefore enabling the counsellor to provide relevant and informed service and duty of care.

All personal information gathered by the counsellor during the counselling service will remain confidential and secure, except in special circumstances, which may include producing documentation and case notes, to another person, entity, authority or government body if:

- we are required to do so by an Australian law;
- we are ordered to do so by a court/tribunal order/subpoena
- it is evident that a crime and/or abuse against a child is being or will be committed
- there is an immediate or imminent risk of serious harm to you, an identified third party and/or the general public.
- you have disclosed to us that you or another person has engaged in, or is planning to engage in, suspected unlawful activity or serious misconduct.
- You have given written permission for disclosure of relevant information to a third party e.g., another allied health professional/Paediatrician/General Practitioner/School personnel or any other key participants in your support network, you wish to encompass to assist with aligning therapy and re-evaluating support structure

Additionally, it is a requirement for qualified Counsellors to partake in ongoing clinical supervision to ensure best practice. Information pertaining to your counselling sessions may be discussed to ensure you are receiving the best clinical practice. At all times, your details are de-identified.

All digital files are backed up using government grade encryption, while files are sent over the internet and stored on an external, secured servers, again using government grade encryption to ensure your privacy.

Hard copy notes are transferred to digital, same day of consult, and are then securely destroyed. Should hard copy notes be retained, they will be placed in a secure lockable filing cabinet with access only granted to your counsellor.

Files/case management notes, digital or hard copy are kept for 7 years after you cease seeing your counsellor. In the case of children's files, they are held until your child turns 25. After said periods, files are confidentially destroyed.

In the event of a client passing, agreements about confidentiality continue after the client's death unless there are overriding legal or ethical considerations.

Jigsaw Paediatric, Adolescent and Special Needs Counselling work within the framework of the following legislations and acts:

- The Privacy Act 1988
- The Information Privacy Act 2009 (QLD)
- Disability Discrimination Act 1992
- The Child Protection Act 1999
- Domestic and Family Violence Protection Act 1989 (Qld)

As a parent/s/guardian/s, I understand that what my child discusses and discloses during their counselling sessions falls under this privacy policy and content will not be disclosed to me unless my child has given consent for their counsellor to discuss it with me, or in the event the counsellor is concerned for their welfare where self-harm, suicidal ideation or a criminal act is identified by their clinician.

I _____ client/guardian have read and understood this privacy policy and have been offered the opportunity to discuss any questions I may have in relation to privacy and disclosure and give consent to proceed with counselling services provided by Jigsaw Paediatric, Adolescent & Special Needs Counselling.

Name

Signature

Date