Family Services AUSTRALIA
Health & Wellbeing

FSA HEALTH & WELLBEING

HEALTH INFORMATION PRIVACY NOTICE

Consumer and Public Information
Schedule to FSA CPI 3 Privacy Policy| Version 3 | 14 October 2026

Your privacy matters. This notice explains what personal and health information Family Services Australia (FSA) Health & Wellbeing collects, why we collect it, when we may share it, how we protect it and how you can access or correct it.
It applies to people enquiring about or accessing our psychological, counselling, social work, peer-support and other Health & Wellbeing services, as well as people whose information we collect in connection with those services.
This notice should be read with FSA's organisational Privacy Policy, which is available on our website: https://www.fsahealthwellbeing.org.au/policies

For privacy questions, access requests or complaints	Contact
Privacy Officer	privacy@familyservices.org.au
Phone	1800 372 000
Post	Family Services Australia Privacy Officer PO Box 291 Shellharbour City Centre NSW 2529

1. About this notice

FSA Health & Wellbeing provides mental health and wellbeing support through FSA Psychology, Goulburn Mental Health Hub, Queensland Psychological Therapies and Workforce Mental Health Support, as well as any successor programs.

We handle personal and health information under the Privacy Act 1988 (Cth) and the Australian Privacy Principles, the Health Records and Information Privacy Act 2002 (NSW) where it applies, other relevant laws and professional obligations. This notice supplements FSA CPI 3 Privacy Policy, which remains the overarching organisational policy. Health information is sensitive. We recognise that people may share very personal information with us and that maintaining trust, dignity and confidentiality is essential to care.

2. Information we collect

We collect information reasonably needed to understand your circumstances, provide safe and suitable services, administer your care and meet legal or service requirements. Depending on the service, this may include:

- your name, date of birth, contact details, preferred communication method, language and accessibility requirements;
- emergency contact or nominated support person details, where relevant to your care or support;
- referral details, service needs, medical and mental health information, relevant diagnoses, medication and other professionals involved in your care;
- information about family, relationships, education, employment, housing and social circumstances relevant to your

support;
- assessment results, clinical notes, care and safety plans, outcome measures, attendance and correspondence;
- consent arrangements, parents or legal representatives, nominated support people and information needed to assess safety or fulfil mandatory reporting obligations;
- Medicare, eligibility, funding, billing, payment and administrative information; and
- feedback, complaints and information needed to evaluate and improve services.

We may collect relevant information about parents, carers, family members, referrers or others involved in your care. We do not collect information solely because it might be useful in the future. Recording or photographing a session requires an approved purpose and appropriate consent or another lawful basis.

3. How we collect information

We usually collect information directly from you or a legally authorised representative, through enquiry and referral forms, conversations, appointments, assessments, telephone and telehealth services, email or other approved channels.

With your consent, or where the law otherwise permits or requires, we may receive information from a referring professional, family member, another FSA service, government agency, school, employer, emergency service or other relevant provider. We take reasonable steps to explain why information is collected, how it may be used and shared, and what may happen if information is not provided.

You can ask questions about any information requested. Choosing not to provide relevant information may affect our ability to assess eligibility, arrange funding, coordinate care or provide a safe service, but we will discuss alternatives where possible.

4. Why we use information

We use personal and health information to:

- respond to enquiries, assess eligibility and provide psychological, counselling, social work, peer-support and related care;
- plan and review treatment or support, monitor progress, communicate about appointments and coordinate appropriate services;
- respond to safety concerns, arrange referrals or handovers and meet child-protection, legal and professional obligations;
- manage billing, rebates, funding, reporting and administrative requirements;
- provide appropriate clinical supervision, consultation, record review and quality assurance; and
- respond to feedback, complaints, access requests and evaluate or improve our services.

Where practicable, information used for evaluation, training or reporting is aggregated or de-identified. We do not sell personal or health information or use it for unrelated advertising. We use information for another purpose only where the law permits or where valid consent has been obtained.

5. When we share information

We may share relevant information with your treating or referring professionals, nominated support people, other services involved in agreed care, funding and government agencies, or other authorised recipients. This occurs only with appropriate consent or another lawful basis.

We will explain the usual information exchanges associated with your program. A referral to another FSA service does not, on its own, authorise unrestricted information sharing between programs. A person's relationship to you—for example, as a parent, carer, employer or referrer -does not automatically give them access to your clinical record. Some disclosures may be required or authorised without consent, such as a mandatory child-protection report, a valid court order or a legally permitted response to a serious threat to life, health or safety. We assess the circumstances and share only what is authorised and reasonably necessary for that purpose. Where lawful and safe, we will explain these limits and relevant disclosures to you.

A request from a lawyer, insurer, police officer or government agency does not automatically authorise release of your complete record. Information and record-access requests are considered under FSA's approved information-sharing and disclosure requirements.

6. Children, young people and support people

Children and young people have privacy rights. Their ability to make decisions about their information depends on their understanding, maturity, circumstances and applicable law - not a single age alone. We involve children and young people in privacy decisions in ways they can understand.

Parents, guardians and other representatives may make decisions or receive information only within their lawful authority. Even where a parent has consented to treatment, this does not necessarily mean the full content of every session will be disclosed. We explain the expected boundaries of confidentiality and review them when circumstances change.

You can request support from an advocate, interpreter, carer or another person you trust. We will clarify their role and what information may be shared, taking account of your consent, decision-making capacity and safety.

7. Anonymity and choice

You can generally ask us about our services without identifying yourself. Anonymous or pseudonymous care may not be practicable where we need to confirm identity, consent, safety, funding eligibility or treatment history, or comply with a legal requirement. If we cannot provide a service anonymously, we will explain why and consider reasonable alternatives.

8. How we keep information secure

We use approved clinical and information-management systems, including Halaxy and other authorised service platforms. We take reasonable technical, physical and organisational measures to protect information against misuse, loss, unauthorised access, alteration or disclosure. These measures may include multi-factor authentication, restricted access permissions and other system-specific security controls.

Access is limited to people who need information for authorised care, administration, supervision, quality assurance, safety or governance. We use access controls, secure communication methods and approved storage arrangements. We retain records for periods required by law and applicable professional, funding and organisational requirements. If we identify a privacy or data-security incident, we take steps to contain and assess it, protect people affected and make any notifications required by law. You may contact the FSA Privacy Officer if you are concerned your information has been mishandled.

9. Technology providers and overseas information handling

We use approved external providers for functions such as clinical records, secure communications, telehealth, outcome measurement, document storage, billing and technology support. Providers are assessed for appropriate privacy and security arrangements, and their access is limited to an approved purpose.

FSA Health & Wellbeing does not disclose personal or health information to recipients overseas. If this arrangement changes, we will update this notice and comply with applicable privacy and information-security requirements before any overseas disclosure occurs.

We do not permit consumer information to be entered into unapproved personal applications, AI tools or transcription services. Any proposed overseas disclosure must comply with applicable privacy law and security requirements.

10. Accessing or correcting your information

You may ask to view or receive a copy of your personal or health information and request correction of information you believe is inaccurate, out of date, incomplete, irrelevant or misleading. You may also ask about how your information has been collected, used or shared.

Contact your treating worker, program manager or the Privacy Officer using the contact details in this notice. Requests can initially be made verbally or in writing. We may ask you to clarify the information sought and verify your identity or a representative's authority before access is provided.

We acknowledge formal requests within seven business days and aim to provide access or a written access decision within 30 calendar days. For access requests governed by the NSW Health Records and Information Privacy Act, we must provide access or an access decision within 45 calendar days. We do not charge consumers for access to or correction of their H&W information.

Access can be limited only where the law permits. If information is withheld or access is refused, we will explain the decision and available complaint avenues unless providing reasons is prohibited. A summary will not be substituted for requested information solely because we would prefer that approach.

If you request a correction, we will consider the evidence and available options. We may correct inaccurate information or attach a dated amendment or statement. We preserve the integrity of original clinical records, including professional observations and opinions, rather than deleting or retrospectively rewriting them.

11. Retention and disposal

We keep information for the periods required by law, contracts, professional obligations and approved FSA retention arrangements. We may need to retain records after services finish or consent is withdrawn, including where a legal hold, complaint, investigation or other preservation requirement applies.

Once information is no longer required and any mandatory retention period or hold has ended, it is securely destroyed or de-identified through an authorised process.

12. Privacy questions and complaints

You can ask a question or make a privacy complaint verbally or in writing, without disadvantage to your access to

services. You may speak with your usual worker or manager or contact the FSA Privacy Officer directly.
We will acknowledge privacy complaints within seven business days, consider relevant information fairly and aim to provide a substantive response within 30 calendar days. If more time is required, we will explain why and keep you informed where practicable.

If you remain dissatisfied, you may contact the Office of the Australian Information Commissioner (OAIC), or the NSW Privacy Commissioner through the Information and Privacy Commission NSW where the matter involves health information handled in NSW. Other external pathways may apply depending on the circumstances.

Contact	Details
FSA Privacy Officer	privacy@familyservices.org.au | 1800 372 000 PO Box 291, Shellharbour City Centre NSW 2529
Office of the Australian Information Commissioner	oaic.gov.au | 1300 363 992
Information and Privacy Commission NSW	ipc.nsw.gov.au | 1800 472 679 | ipcinfo@ipc.nsw.gov.au
FSA organisational Privacy Policy	Charters and Policies | FSA Health & Wellbeing

If you need this notice explained in plain language or another accessible format, please contact your H&W worker or the FSA Privacy Officer.