

FSA Health & Wellbeing Privacy Policy for Management of Personal Information

This document describes the privacy policy of FSA Health & Wellbeing, service stream of Family Services Australia, for the management of clients' personal information. The specific legal requirements that the FSA Health & Wellbeing stream has when managing clients' personal information are set out in the *Privacy Act 1988* (Cth) and the Australian Privacy Principles found in that Act.

Additionally, in the provision of mental health services, the FSA Health & Wellbeing stream operates within the ethical principles articulated within the Australian Psychological Society Code of Ethics and other peak body recommendations (e.g., Australian Association of Social Workers). Clinicians are to interpret the ethical principles of their Code with reference to legal requirements and any organisational rules and procedures. This document is therefore also to be used in conjunction with the Family Services Australia Privacy Policy (FSA CPI 3).

Client information

Client files are held in Halaxy, an electronic document management system which is accessible only to authorised employees. 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. The only people who have access to a client's file are the treating worker(s), administration (for the purpose of contacting the client, and only access to contact information), and FSA Health & Wellbeing management staff to review and audit clinician's work.

How clients' personal information is collected

A client's personal information is collected in several ways during consultation with Family Services Australia. This includes when the client provides information directly to Family Services Australia using hardcopy forms, correspondence via email, when the client interacts directly with their worker or Family Services Australia employees such as the client care support worker, and when other health practitioners provide personal information to Family Services Australia 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, Family Services Australia may not be able to provide the service to the client. In some circumstances, clients may request to be anonymous or to use a pseudonym. This request will be accommodated unless it is impracticable for Family Services Australia to deal with the client or if Family Services Australia is required or authorised by law to deal with identified individuals.

Purpose of holding personal information

A client's personal information is gathered and used for the purpose of providing 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 worker to provide a relevant and informed service.



Disclosure of personal information

Clients' personal information will remain confidential except when:

1. it is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
2. failure to disclose the information would in the reasonable belief of Family Services Australia, place a client or another person at 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; or
 - 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 consents or such disclosure is otherwise required by law. Clients' personal information will not be used, sold, rented, or disclosed for any other purpose.

In the event of unauthorised access, disclosure or loss of a client's personal information, Family Services Australia will activate its data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.

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 worker may discuss the contents with them and/or give them a copy, 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 their treating clinician. These requests will be responded to in writing within 7 business days, and an appointment will be made if necessary for clarification purposes.

Questions or for more information

Clients can ask their worker or Family Services Australia about how their personal information is being managed. They may also request copies of the Australian Privacy Principles, Australian Psychological Society Code of Ethics, and Family Services Australia Privacy Policy, which describe their rights and how their personal information should be handled. Alternatively, they may access this information that is made freely available online:

- Australian Privacy Principles: <https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/>
- Australian Psychological Society Code of Ethics: <https://www.psychology.org.au/About-Us/What-we-do/ethics-and-practice-standards/APS-Code-of-Ethics>
- Family Services Australia Privacy Policy: https://5d769cca-8e64-4c15-8e0a-5eee0a0f18cf.filesusr.com/ugd/412071_20c8f4f8ff174bdf8477197c0b9283de.pdf

Concerns

If clients have a concern about the management of their personal information, they may inform their worker or Family Services Australia. Ultimately, if clients wish to lodge a formal complaint about the use of, disclosure of, or

access to, their personal information, they may do so with the Office of the Australian Information Commissioner by phone on 1300 363 992, online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or by post to:

Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001.

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