

Purpose

This pamphlet explains how personal information about you and your health is recorded and managed in Kids Like Us (KLU). We also have a written privacy policy describing how we manage personal information. You can receive a copy of our policy free of charge upon request or access it via our website.

Personal information

The 'personal information' we collect includes your name, date of birth, address(es), contact details, Medicare number, healthcare identifiers and health fund details. Medical information may include medical history and any care you may need. Kids Like Us counselling staff need information about your past and present health in order to provide you with high-quality care.

KLU follows the guidelines of the ACAPs and ACA for the management of information in private practice. This incorporates federal and state privacy legislation, and the Australian Privacy Principles, which requires that your personal information is kept private and secure.

Your counselling records

KLU takes steps to ensure that your counselling records:

- are accurate, complete, well-organised and legible
- are up-to-date
- contain enough information to allow another professional to care for you
- contain a summary of your care
- can be used to remind you, with your permission, to return for follow ups and reviews.

If you are uncertain why information is being requested, please ask your counsellor or the administration staff.

If you wish to remain anonymous while accessing KLU services, please talk to the administration staff.

Providing your information to other Professionals

At KLU, it is normal for all psychologists or counsellors to have access to your records if required for your care. If you have any concerns about this please discuss them with your counsellor or administration staff.

It is important that other people involved in your care, such as teachers, specialists and other healthcare professionals, are informed of the relevant parts of your medical history, so they can provide the best care for you. Your counsellor will let you know when this is necessary.

Providing your information to others

Counsellors respect your right to decide how your personal information is used or shared. For example, this may be sharing your information with specialist doctors or educational psychologists. Personal information that identifies you will only be sent to other people with your consent, unless there are exceptional circumstances. Gaining your consent is the guiding principle used by KLU in using and sharing your information.

KLU will not share your personal health information with anyone else or another organisation unless:

- you have consented to this sharing, or
- they are legally obliged to disclose the information, in which case your counsellor will first discuss with you the information that she or he is legally obliged to disclose, or
- the information is necessary for you to obtain Medicare payments or other health insurance rebates, or
- there is an overriding public health and safety interest in the release of the information.

In the above cases, only information necessary to meet the requirements will be provided. Your health information will not ordinarily be sent overseas unless:

- you are informed and provide consent for this to occur, and
- the overseas country receiving the information has privacy laws that are very similar to the Australian Privacy Principles.

Using information for quality improvement and research

KLU may use client health information to assist in improving the quality of care we give to all our patients, by reviewing the methods used in providing care.

Your information held by KLU may be used in research projects to improve care in the 2e community; however, this information will not include data that can identify you.

The information used for research, including the publication of research results, will not be in a form that would allow you to be identified, unless the research serves an important public interest. In such cases, identifiable records can be used for research without your consent under guidelines issued by the Australian Government. Before providing such identified information, your counsellor will discuss with you the information that she or he is obliged to disclose.

Security of information at KLU

Australian privacy legislation applies to all personal information recorded in electronic and paper records. All records must be kept secure to protect against unauthorised access. KLU complies with these requirements to protect your information.



Access to your information

You may ask KLU staff about any aspect of your care, including information contained in your record. You can request access to your record and any other information the practice records about you.

If you request access to your record, your counsellor will need to consider if there may be a risk of physical or mental harm to you or any other person that may result from disclosure of your information. Your counsellor may need to remove any information that will affect the privacy of other individuals.

Sharing information is important for good communication between you and KLU. Your counsellor is able to provide a full explanation of the summary or record you are provided access to.

Depending on what is involved, you may be asked to contribute to the cost of providing the information.

Direct marketing

KLU does not engage in direct marketing. Periodic emails are sent out to clients providing information which may be of use to you. You are able to unsubscribe from these mails.

Resolving concerns regarding the privacy of your health information

If you have any concerns regarding the privacy of your personal information or the accuracy of the information held by KLU, you should discuss these with KLU staff. Inaccurate information can be corrected or your concerns noted in your record. For legal reasons, the original notes will be retained.

Contacts

If you have questions or a complaint about the privacy of your personal information, please ask to speak to the privacy contact officer at the KLU.

Further information on privacy legislation is available from:

Office of the Australian Information Commissioner
1300 363 992
www.oaic.gov.au

ACT Health Services Commissioner
02 6205 2222
www.hrc.act.gov.au/health

Health and Disability Services Complaints Office
Western Australia - 1800 813 583
www.hadsco.wa.gov.au/home/index.cfm

Information and Privacy Commission
New South Wales - 1800 472 679
www.ipc.nsw.gov.au/privacy/ipc_index.html

Office of the Health Services Commissioner
Victoria - 1300 582 113
www.health.vic.gov.au/hsc/index.htm

Office of the Information Commissioner
Northern Territory - 1800 005 610
<https://infocomm.nt.gov.au>

Office of the Information Commissioner
Queensland - 07 3234 7373
www.oic.qld.gov.au

Ombudsman Tasmania
1800 001 170
www.ombudsman.tas.gov.au

Health and Community Services Complaints Commissioner (HCSCC)
South Australia - 08 8226 8666
www.hcsc.sa.gov.au

Kids Like Us contact details
Kids Like Us Australia Limited
125 Charman Road, Beaumaris, VIC 3193
03 9585 8503
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**Keeping your
personal**