



## PRIVACY POLICY

This document describes the policy of United Minds Community Services for the management of the practice's clients' information. The psychological service provided is bound by the legal requirements of the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000.

### Client Information

Client files are held in a secure filing cabinet which is accessible only to authorised employees. The information on each file includes personal information such as name, address, contact phone numbers, and other information which is relevant to the psychological service being provided. Some of your information will be stored electronically for appointment and bulk billing purposes. This information is accessed via a secure, password protected network. Some information about your referral will be used in business reports but all identifying information will be omitted. This will help United Minds work collaboratively with other organisations and services to deliver quality services to the community.

### Purpose of holding information

The information is gathered as part of the assessment, diagnosis and treatment of the client's condition, is seen only by the psychologist. The information is retained in order to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service.

### Request for access to client information

At any stage clients may request to see the information about them kept on file. The psychologist may discuss the contents with them and/ or give them a copy. In some instances, we may exercise our rights to withhold the release of information in your file as permitted by law. All file requests will be responded to within 14 business days.

### Concerns

If you have a concern about the management of your personal information, please inform **Melissa Duckmanton 8692-9949**. Upon request you can obtain a copy of the National Privacy Principles, which describe your rights and how your information should be handled. 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 Health Complaints Commissioner  
<https://hcc.vic.gov.au/make-complaint>.