

Privacy and Confidentiality



Empowered Wellness and Counselling is committed to providing quality services to you. Below is an outline of our ongoing obligation to you in respect of how we manage your Personal Information.



What is Personal Information and why do we collect it?

Personal Information is information that identifies an individual.

We collect your Personal Information for the primary purpose of providing services and information to you. In the event we need to share your information to other service providers or agencies we will ask for written consent beforehand.

Confidentiality

As a member of Australian Counselling Association, I am bound to protect client's confidentiality. I can only break confidentiality in certain circumstances listed below:

- **Harm to self or others.** I will break confidentiality if I think that you have become a danger to yourself or to other people.
- **Harm to children.** By law, I am mandated to report any harm to children who are in your care.

- **Legal responsibilities.** My records can be requested by court via a subpoena, and I am required to comply. I am ethically responsible to report serious legal activity to authorities.
- **Record keeping.** I to keep records of our work together. I record sessions securely on a laptop that is password protected and input them into an online, protected client management system. Paper documents are locked in a cabinet that only I have access to.

If circumstances arise and I need to break confidentiality, I will attempt to discuss this with you and my supervisor first, but this may not always be possible.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

However, most of the Personal Information will be stored in client files and be kept by us for a minimum of 7 years.

Access your Personal Information

You may access the Personal Information we hold about you in accordance with the [Freedom of information | OAIC](#) and the [Health Records Act | health.vic.gov.au](#). If you wish to access your Personal Information, please contact us in writing.

Empowered Wellness and Counselling may charge an administrative fee for providing a copy of your Personal Information.

To protect your Personal Information, we may require identification from you before releasing the requested information.

If you have any queries about your Privacy, please contact us at:

Email address: admin@empoweredwellnesscounselling.com.au

Mobile: 0401 157 671