



## SEASONS ALLIED HEALTH

### *Seasons Allied Health Privacy Policy*

#### **Psychological service**

As part of providing a health service to you, Seasons Allied Health needs to collect and record personal information from you that is relevant to your situation. This collection of personal information will be a necessary part of the psychological assessment and treatment that is conducted. Seasons Allied Health collects and stores information in electronic and paper records.

#### ***The information we will collect about you includes:***

- Name, date of birth, address, phone numbers and other relevant contact details
- Relevant health and medical information, including any information provided by your GP, specialist or other allied health professional through referral processes
- Medicare number for claiming purposes
- Private Health Fund details for claiming purposes
- NDIS number, personal goals and plan review date
- Credit card details to be stored in an encrypted practice management software for use of billings.

#### **Purpose of collecting and holding information**

- To ensure you receive the best and most personalised care possible while you are a client at Seasons Allied Health.
- To send communications such as reports, summaries and reviews to you and any relevant referring or treating doctors, specialists or other allied health professionals
- To provide relevant information and advice to you
- To update our records and keep your contact details current

#### ***Our practice may collect your personal information in a number of ways:***

- When you first visit our practice, you will be required to fill out a *Client Consent and Client Information Record* form, which collects your contact details and basic medical information
- During therapeutic intervention or assessment
- We may also collect your personal information when you send us an email or an SMS, telephone us, or communicate with us using social media
- In some circumstances, personal information may also be collected from other sources, such as: your guardian or responsible person, other health or education providers invested in your care, or via your health fund, Medicare or NDIS

A *Request and Consent to Release and/or Share Confidential Records and Information* can be requested. This form is used when you wish for another health or education provider to share relevant observations, reports, records or summaries with us.

#### **Dealing with us anonymously**

You have the right to deal with us anonymously or under a pseudonym, unless it is impracticable for us to do so, or unless we are required or authorised by law to only deal with identified individuals. Generally the clinician will make this decision and it is unlikely we will provide treatment without basic details.

#### **Disclosure of personal information**

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential except when:

**AMY SKETCHER**  
PSYCHOLOGIST

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Psychological  
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1. it is subpoenaed by a court; or
2. failure to disclose the information would in the reasonable belief of Amy Sketcher place you or another person at serious risk to life, health or safety; or
3. your prior approval has been obtained to
  - a) provide a written report to another professional or agency. e.g., a GP or a lawyer; or
  - c) discuss the material with another person, e.g. a parent, employer or health provider
  - d) disclose the information in another way; or
- 3 you would reasonably expect your personal information to be disclosed 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; or
- 4 disclosure is otherwise required or authorized by law.

Your personal information is not disclosed to overseas recipients, unless you consent or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented or disclosed for any other purpose.

### **Access to client information**

At any stage you are entitled to request access writing to your personal information kept on file, subject to exceptions in the relevant legislation. The psychologist may discuss with you different possible forms of access. Depending on the way in which you wish to access your personal information, we may require up to 30 days to process your request. The fee for this service will be calculated based on time and resources used in the process of retrieving, collating and disseminating the information requested. The Privacy Act states that we can reject this request if we believe we have due reason. If we reject your request, a reason will be provided in writing

### ***You have the right to request correction of your personal information:***

We ask that you put this request in writing and email our admin [admin@seasonsalliedhealth.com](mailto:admin@seasonsalliedhealth.com) The Privacy Act states that we can reject this request if we believe we have due reason. If we reject your request, a reason will be provided in writing

### ***Our practice likes to ensure your details are always accurate and up-to-date:***

If you move to a new house or get a new phone number, please let us know as soon as possible so we can update our records.

### **Complaints Process**

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you have in writing, using the *Client Complaint* form which can be collected from Reception, or via email.

Privacy Officer  
Kimberly House, Suite 222, 45 Little Street  
Coffs Harbour  
NSW, 2450

We will attempt to resolve any issues within 30 days of receipt of complaint, in accordance with our Five-Step Resolution Process. You may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you give them time to respond before they will investigate. For further information, visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

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