



## **The Red Couch**

Counselling &  
Psychology Clinic

# **Policy for Management of Personal Information**

This document describes the policy of 'The Red Couch Counselling and Psychology Clinic' 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 electronically in a secure practice management software that requires password access and is compliant with online security requirements for health services. Some older files are kept securely in a filing cabinet which is accessible only to authorised clinicians. 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.

## **Purpose of holding information**

The information is gathered as part of the assessment, diagnosis and treatment of the client's condition, and is seen only by the psychologist, and in rare circumstances, if required by the practice manager who is also a 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.

## **Requests 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 summary or copy. All requests by clients for access to information held about them should be lodged in writing with the treating psychologist. These requests will be responded to within five business days and an appointment will be made if necessary for clarification purposes. A fee may apply in line with the charges set out by the Freedom of Information Act (1982) and the Freedom of Information (Access Charges) Regulations (2014).

## **Concerns**

If you have a concern about the management of your personal information, please inform the practice manager, Dr. Elke Kellis, in writing.

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 Office of the Federal Privacy Commissioner on 1300 363 992, or GPO Box 5218, Sydney, NSW 1042.

Ground Floor

470 St. Kilda Rd.

Melbourne VIC 3004

(03) 7065 5717

[www.theredcouch.com.au](http://www.theredcouch.com.au)