

Privacy Statement

Her Time Pty Ltd is committed to handling personal information about you in accordance with the requirements of the Commonwealth Privacy Act 1988.

In this Policy, I explain:

- what kind of information I collect and hold about you
- what I do with that information and who I share it with (and when)
- your right to seek access to the records I hold about you
- your right to make a privacy complaint, to me and others.

What type of personal or sensitive information do I collect about you?

- Your name, date of birth and relevant current address and contact details.
- Specific information relating to your therapeutic needs, mental health documentation, domestic and family violence, risk and safety planning, domestic violence orders, family law court or child protection legal matters.
- Case notes on our therapy sessions, crisis or risk interventions, contacts, group attendances.

Collection and storage of information

Information will be collected, recorded and stored on case files and a secure client database. This information is confidential and necessary precautions will be taken to keep it safe and secure. All paper files are stored in secure locked cabinets.

Your records will be kept for a minimum of 5 years in a secure and safe location.

Your records will then be destroyed in a manner that protects your privacy.

Confidentiality and Privacy

Her Time Pty Ltd is required to keep all of your personal information private; it shall not be shared with anyone without your prior consent. There are however a number of exceptions to confidentiality; these include:

- When you provide consent for Her Time to disclose personal information.
- When disclosure is required for the protection of a child.
- When there is a legal requirement to disclose. For example a court order or subpoena.
- To prevent a clear and imminent danger to yourself or others
- For statistical purposes only as required by any funding bodies.

Limits of Confidentiality

If you are involved in a court proceeding (for example Family Law or Child Protection matters) and a request is made for information concerning the professional services I have provided. I must comply with a subpoena that has been properly served on me or any court order requiring the disclosure.

There are other times when I am permitted or required to disclose information without either your consent or authorization:

- If a client files a complaint or lawsuit against me, I may disclose relevant information regarding that client in order to defend myself.
- If a client files a worker's compensation claim, and the services I am providing are relevant to the injury for which the claim was made, I must, upon appropriate request, provide a copy of the client's record to the client's employer and any other statutory organization.

Duty of Care

There are some situations where I have a legal obligation to take action. If I believe there is a need to protect others from harm I may have to reveal some information about a client's treatment.

- If I have reasonable cause to believe that a child has suffered or is currently suffering from abuse or neglect, I will contact either the Department of Child Safety or the Police.
- If I reasonably believe that there is an imminent danger to the health or safety of the client or any other individual, I may be required to take protective actions. These actions include contacting the police, seeking hospitalization for the client, contacting family members or others, as the case may be, who can help provide protection.

If such a situation arises, I will make every effort to fully discuss this with you before taking any action and I will limit my disclosure to only what is absolutely necessary.

Access to information

You can ask for access to your information in writing and I will undertake to provide this as soon as possible. You will be required to sign a consent form in order to have your records provided to your nominated third party, such as your legal representative, child safety officer or probation and parole officer.

Complaints about information

If you have any complaints about the privacy of your personal and/or sensitive information you can make a complaint in writing to me directly. Directly to the funding body if applicable, or to my professional body, The Australia Association of Social Workers (AASW)

<https://www.aasw.asn.au/information-for-the-community/making-a-complaint>

Her Time Pty Ltd

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Her Time