



Allied Health 2U

Privacy Policy

OUR ROLE:

Allied Health 2U is committed to providing health care which delivers the most optimal outcomes for participants of the NDIS. Below we explain our privacy policy as well as what your rights are while receiving care from us. Further information can also be found in the participant induction pack.

PRIVACY POLICY AND YOUR RIGHTS

In the course of providing treatment, this practice collects a range of health related information about you that we consider sensitive.

The practice has a policy that covers how your health information is collected, stored, disclosed & accessed. The practice only collects information that is necessary to provide a quality health service. In the course of providing this service, we may disclose information to your treating doctor and other health service providers from whom you are currently receiving treatment. This includes your NDIS plan manager depending on how your plan is being managed.

You need to let us know if you do not want your health information provided to these health providers or the NDIS however this may also mean we may not be able to provide services to you. In accordance with privacy legislation, you are entitled to access any information that we hold about you. The information which we collect from you will be used for:

- Administrative purposes for running our service
 - Billing you directly, through the NDIS, or other agency if required
 - Use within our service to ensure you are provided with quality supports and services
 - Disclosure of information to the NDIA, the NDIS Quality and Safeguards Commission, or other government agencies if needed
 - Disclosure of information to health professionals to ensure high quality health care for you if needed
 - Disclosure to other providers in order to provide appropriate services
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FURTHER INFORMATION FOR COUNSELLING, PSYCHOLOGY AND PSYCHOTHERAPY PARTICIPANTS:

Counselling and Psychotherapy are private sessions aimed at assisting you to work through your concerns so that you can gain a greater understanding of yourself, and learn effective personal and interpersonal coping strategies. It involves a relationship between you and a trained Counsellor or Psychotherapist who has the passion and ability to help you achieve your personal goals. The process involves sharing sensitive, personal, and private information that may at times be distressing and may have periods of increased anxiety or confusion. The outcome of sessions is often positive; however, the level of satisfaction for any individual is not predictable. Your therapist is available to support you throughout the therapeutic process.

Confidentiality:

Throughout the therapeutic process, confidentiality is maintained for all clients except in the following circumstances:

- a) You instruct me to tell someone else and provide written permission of this
- b) I determine you are a danger to yourself (e.g. self-harm or suicide), to others or someone is a danger to you
- c) I am ordered by a court to disclose information
- d) The law is going to be, or has been, broken
- e) Abuse of children is a mandatory reporting offence which I am bound by law to report
- f) For supervision and education purposes (basic information is only shared in this instance, not names or details that would in any way disclose or identify you, the client)

Where confidentiality cannot be maintained, as your Counsellor/Psychotherapist we will take all steps possible to inform/discuss my intention with you.

Agreement:

I have read and understood the information contained in this form and agree to participate in the therapy provided by Allied Health 2U clinicians. To avoid a potential conflict of interest I also agree that I am not involved with FaCS in any capacity. I understand that I can leave the session at any time.

Your signature indicates that you have read and understood this form, and any questions you have had about this form have been answered to your satisfaction.



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For online/telephone sessions please ensure that payment is made within 24 hours of the session.

For face-to-face sessions please ensure payment is received at the time of the session.

All cancellations must be made with a minimum of 24 hours notice to not incur a fee

Strictly no video or voice recording of sessions is permitted without prior consent.

Mobile contact hours are strictly 9am – 5pm Monday to Friday. Please contact 000 for medical emergencies.

To receive an electronic copy of this privacy policy please visit:
<https://www.alliedhealth2u.com.au/about-us-allied-health-2u/>

This practice complies with both NDIS as well as state and federal privacy.