

VOICE

Psychologists & Allied Professionals

INFORMED CONSENT & CONFIDENTIALITY

As part of the provision of services, your VOICE – Psychologists & Allied Professionals practitioner collects and records *personal information* and *sensitive information* provided by you (“Your Information”) that is relevant to your current situation. This information will form a necessary part of the VOICE services provided to you. Your Information will only be used for the purposes intended and your data will be securely stored in accordance with Privacy Act 1988. Your Information will only be disclosed in accordance with this Act. Any alternate use of your data (e.g. for research purposes) will involve the results being reported anonymously in aggregate form.

Confidentiality

All VOICE Allied Health Professionals must adhere to the Australian Psychological Society (APS) or relevant professional body Code of Ethics which includes client confidentiality and Your Information gathered by your VOICE Allied Health Professional during the provision of professional services will remain completely confidential and secure in line with the Privacy Act 1988. Please note that your case may be reviewed and/or discussed with a Senior VOICE Allied Health Professional to ensure quality servicing.

Furthermore, Your Information will remain strictly confidential with the exception of when:

1. The information is subpoenaed by a court or other legal compulsion
2. Failure to disclose the information would place you and/or someone else at risk
3. There is clinical evidence that prevents you from making a sound judgement about alternate and appropriate referral options to other services
4. Your prior approval has been obtained by completing and signing the ‘Consent To Obtain & Release Information’ form to seek, exchange or obtain information from other relevant third parties. This may include:
 - a. Providing a written report to another professional and/or agency (e.g. a doctor or other service provider)
 - b. Discussing your information with an individual who is specifically identified on the form

Other Confidentiality Exceptions within jobactive and Disability Employment Services (DES)

1. Exchange of Information with your jobactive or DES Provider and your Employment Consultant

In an effort to provide you with quality care, your Vocational Counsellor might need to discuss your situation with your Employment Consultant to assist you to obtain and sustain suitable employment. You should know that this is a common practice with jobactive and DES. If you have any concerns about this process, please discuss with your Vocational Counsellor. You will need to sign the Informed Consent and Confidentiality form for this to occur.

2. The Department of Employment

You should also be aware that any documentation collected or written about you during your registration with your jobactive or DES provider can be exchanged with the Department of Jobs and Small Business or the Department of Social Services for DES, who are regarded as the Government funding bodies for specialist services. This can occur for many reasons including Government auditing and/or statistical purposes.

3. Centrelink and Employment Services Assessors (ESAs)

As part of this assessment, your Vocational Counsellor, may be required to liaise/or provide written feedback with Centrelink and/or an Employment Services Assessor (ESAt) on your behalf.

4. An Accredited Interpreter

If an interpreter needs to be used to facilitate service, the very nature of that process will necessarily involve a need to exchange information with the interpreter. All interpreters used are accredited by the National Accreditation Authority for Translators and Interpreters (NAATI). NAATI adheres to the Australian Privacy Principles contained within the *Privacy Act 1988* which regulate how organisations may collect, use, disclose and store personal information and how individuals may access and correct personal information held about them.

Next of Kin Details

In the event of an emergency or uncertainty, please provide us with details of your next of kin below, who you will allow us to phone to support/help you:

Name of next of kin:	
Relationship to you:	
Next of kin Phone Number:	
Next of kin Mobile Number:	
Next of kin Email Address:	

Psychological Screening

While participating in a counselling service you could be asked to undertake psychological testing in the form of brief self-report questionnaire/s. This information is collected to help with the assessment and/or treatment process. The purpose of the testing, the results, and recommendations will be discussed with you and all data will be stored in accordance with the APS Code of Ethics. You also have the right to decline psychological testing at any time.

Access to Personal Information/Sensitive Information

You may access the material recorded on your personal file upon request via VOICE – Psychologists & Allied Professionals Freedom of Information access procedures. *Note: Some exceptions exist related to certain types of information that can be accessed under Australian Privacy Principle 12.*

Your Information will be collected, used, disclosed, stored and disposed of in accordance with the Privacy Act 1988, the Australian Privacy Principles and the VOICE Privacy Policy (available at www.alliedvoice.com.au). Further details regarding the ability to correct and raise concerns regarding the handling of this information are provided in VOICE’s Privacy Policy.

Once you have read and understood the information outlined above, please complete and sign the following to indicate your consent:

I, (please print name in capital letters) _____ have read and understood the information outlined above relating to informed consent and the limits of confidentiality.

Signature: _____ Date: _____

***Please Note** – If, after reading this information you are at all unsure of what is written, please discuss it with your VOICE practitioner.