



THRYVE
COUNSELLING & WELLBEING

Counselling Confidentiality Policy

COUNSELLING CONFIDENTIALITY AGREEMENT POLICY

Thryve Counselling & Wellbeing Pty Ltd acknowledges the vital importance of lawfully collecting and recording pertinent personal information in its role as a provider of high-quality counselling, consulting, and/or training services.

Outlined within our policy on counselling confidentiality are the core principles, legal provisions, and codes of practice that underpin our dedication to maintaining confidentiality.

We are fully committed to the responsible utilisation and disclosure of official, health, and personal data, strictly adhering to authorised protocols and refraining from any use that would contravene privacy laws.

Our priority lies in safeguarding the privacy of our clients, prompting us to undertake all necessary measures to ensure the consistent preservation of confidentiality across our service.

CODES OF PRACTICE

In the capacity of a registered counsellor under the Australian Counselling Association (ACA), your counsellor abides by the ethical codes and principles laid out by the association. Additionally, strict adherence is maintained to the legal mandates encompassed within the National Privacy Principles 2006 and the Health Records and Information Privacy Act 2002.

COLLECTION OF INFORMATION

The gathering of personal information will exclusively occur within the bounds of legality and in direct connection to the responsibilities of the counselor's role and the operational oversight of the service. Your information will solely be obtained directly from you in instances where its relevance is evident.

DATA QUALITY, SECURITY AND FLOW

Thryve Counselling & Wellbeing Pty Ltd expects all personal information provided by clients to be accurate and up-to-date. We take reasonable measures to securely protect personal information from loss, misuse, and unauthorised access, modification, or disclosure. We also take reasonable steps to destroy personal information that is no longer required.



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COUNSELLING & WELLBEING

STORAGE OF INFORMATION

Your clinical records are stored electronically in your client file on Halaxy, which you consent to as a client of this service. You have a right to access your records with reasonable notice.

It's important to note that we are mandated to retain your personal information for a duration of 7 years following the conclusion of your engagement with your counselor.

ACCESS AND ACCURACY

Our counselling confidentiality agreement policy outlines what personal information we collect, the purpose for collecting it, and how it will be used. As our client, you possess the privilege to request access to your information with reasonable notice. Moreover, you may revise, rectify, or modify your personal information as deemed necessary.

USE AND DISCLOSURE

You have a legal right to expect that any personal or health information held about you will not be disclosed inappropriately to others without your informed consent. The use of your information will be confined to the original purpose for which it was gathered, and Thryve Counselling & Wellbeing Pty Ltd commits not to repurpose the information you provide for an alternate intent.

In certain scenarios, the revelation of personal or health information may become necessary in instances involving a severe and imminent threat to an individual's life, well-being, or safety, or a potential risk to public health or safety. In a counselling contract, limits to confidentiality are explained and issued in the form of a written contract. These situations are:

- When subpoenaed by court, or
- When required by law (e.g. Mandatory Reporting for child protection, unlawful activity), or
- When failure to disclose information would place you or another person at risk of serious harm, or
- When your prior approval has been gained for authority to release information to a nominated person.

This practice, along with funding bodies and technology providers associated with it, may engage in health research employing de-identified data. Your consent to this is assumed as a patient of this practice.



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IDENTIFIERS AND ANONYMITY

Adhering to the Australian Counselling Association's code of ethics and following the principles of best practice, the counsellor participates in regular supervision sessions during which client cases may be discussed. In such instances, utmost care is taken to ensure the ongoing protection of the client's identity and personal details.

Should there be a need to share counselling-related information with a third party, such as the client's Gp, the counselor will request the client's authorisation through a consent form before releasing or seeking information.

Out of respect for privacy and the confidential nature of the counselling relationship, the counsellor will refrain from initiating contact or acknowledging the client in public unless the client takes the initiative. This approach is designed to prioritise the safeguarding of the client's privacy, rather than being intended as impolite.

Clients retain the entitlement to engage with the website or service anonymously, where such actions are legally permissible and practically feasible.

INDEMNITY

Every care has been taken to ensure the information in this policy is accurate and based on current law and best practice. Nonetheless, Thryve Counselling & Wellbeing Pty Ltd cannot assume responsibility for any claims that may arise due to potential errors or misinterpretations.