RE-ANA
COUNSELLING & PSYCHOTHERAPY

Re-ana Counselling & Psychotherapy
Counsellor & Psychotherapist
M.Ed. (Guidance & Counselling) | B.A (Psych) | B.Ed | U.H.D.E | PG Dip (Couns)
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Renew • Rebuild • Rediscover
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PRIVACY POLICY & PERSONAL INFORMATION MANAGEMENT

Compliant with the Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs)

Re-ana Counselling & Psychotherapy is committed to protecting your privacy and handling your personal information with respect, transparency, and care. This policy outlines how we collect, use, store, and protect your information, and explains your rights under the Privacy Act 1988 (Cth).

1. Collection of Personal and Sensitive Information

Re-ana Counselling & Psychotherapy collects personal information necessary to provide safe and effective counselling services. This includes your full name, date of birth, contact details, emergency contact information, GP/referral details, relevant medical and mental health history, and clinical case notes. Clinical case notes may, where clinically relevant, include direct excerpts of statements made by you during sessions. Collection is conducted transparently and only with your knowledge and consent.

2. How We Use Your Information

Your personal information is used solely for the purposes of delivering therapeutic services, ensuring clinical continuity, communicating with you about appointments, and meeting our legal and ethical obligations. Your information will never be used for marketing, sold, or disclosed to third parties without your explicit written consent, except as outlined in Clause 4.

3. Data Storage & Security

All personal and clinical records are stored securely, in accordance with the Australian Privacy Principles. Access is restricted to the principal clinician only. Paper records, where applicable, are stored in locked, secure filing systems.

4. Limits of Confidentiality — When Disclosure May Occur Without Consent

Everything shared within your counselling sessions is treated as strictly confidential. However, there are specific circumstances under which your practitioner may be legally or ethically required to disclose information without your consent:

- There is a clear and imminent risk of serious harm to yourself or to another identifiable person.
- Your practitioner receives a formal subpoena or court order requiring disclosure.
- Disclosure is required under Australian mandatory reporting legislation, including Child Protection laws, Domestic and Family Violence legislation, or other applicable state and federal safety laws.
- Disclosure is necessary to prevent or lessen a serious or imminent threat to public health or safety.

Where possible and safe to do so, your practitioner will discuss any required disclosure with you before it occurs.

5. Clinical Supervision

As a Level 4 member of the Australian Counselling Association (ACA), your practitioner participates in regular clinical supervision as required by the ACA. Case material may be discussed in supervision in a de-identified form to ensure the quality and safety of your care. Your identifying information is never disclosed to supervisors.

6. Your Right to Access Your Records

Under the Australian Privacy Principles (APP 12), you have the right to request access to the personal information and clinical records held about you by this practice. Requests should be made in writing to admin@reanacounsellingandpsychotherapy.com.au. We will respond within a reasonable timeframe and in accordance with the Privacy Act 1988.

7. Your Right to Correct Your Information

Under APP 13, you have the right to request that inaccurate, incomplete, or outdated personal information held by this practice be corrected. Correction requests should be submitted in writing and will be actioned promptly.

8. Data Retention

Client records are retained for a minimum of seven (7) years from the date of last contact for adult clients, in accordance with professional and legal standards. Records pertaining to clients who were minors at the time of treatment are retained until the client reaches the age of 25, or for seven years from the last contact, whichever is later. After the retention period, records are destroyed securely and confidentially.

9. Privacy Complaints

If you have a concern or complaint about how your personal information has been handled, please contact us in the first instance at admin@reanacounsellingandpsychotherapy.com.au. If your concern is not resolved to your satisfaction, you may lodge a formal complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by calling 1300 363 992.

10. Policy Updates

This Privacy Policy will be reviewed and updated periodically to reflect changes in legislation, professional standards, or practice operations. The current version is always available on request, and will be published on our website.

Client Acknowledgement & Signature

By signing below, I confirm that I have read, understood, and agreed to the information contained in this document.

Client Full Name:

Date (DD/MM/YYYY):

Client Signature:

Parent / Guardian Consent — for clients under 18 years of age

If the client is under 18 years of age, a parent or legal guardian also completes this section. I am the parent or legal guardian of the client named above. I have read and understood this Privacy Policy and I agree to the collection, use and storage of the client's personal information as described. Where appropriate to the client's age and maturity, the client also signs above.

Parent / Guardian Full Name:

Relationship to Client:

Parent / Guardian Signature:

Date (DD/MM/YYYY):

Practice Contact for Privacy Enquiries: Reana Jhagroo | admin@reanacounsellingandpsychotherapy.com.au | 0424 515 238