

Privacy and Confidentiality Code of Behaviour

The following details review the privacy and confidentiality codes that will be followed by our counselling staff. These procedures are as required by the **Information Privacy Act Qld (2009)** and **Privacy Act 1988 (Federal)**. Please read through carefully. If you have any concerns, please discuss these with your counsellor before signing the Counselling Agreement.

Confidentiality Arrangements

The nature and content of your discussions with your counsellor at Pregnancy Counselling Link (PCL), as well as the fact that you are a client here, is confidential. Your counsellor can only speak to someone else about you or let somebody else know that you are here if they have your *written* permission. There are, however, some exceptions you need to be aware of.

- If you disclose information to your counsellor that leads them to suspect child abuse is occurring, this information may need to be passed on to the appropriate authorities.
- If your counsellor has reason to believe that you may be in danger of hurting yourself or someone else, then other people (such as family or emergency services) may need to be involved in order to keep you or other people safe.
- If legal proceedings are taken out against PCL, files or other information regarding a client may be subpoenaed by a Court of Law.
- Counsellors may consult with each other within PCL for the purposes of debriefing.
- Counsellors are required to undertake regular supervision by senior colleagues for the purposes of professional development and *non-identifying* information about particular cases may be shared. Supervisors are also bound by the code of confidentiality.

Storage and use of information

The information you give us during your initial contact is confidential and will be accessed by professional staff only. This information is kept on our client database called CRM. PCL may use non-identifying information for statistical and demographic purposes.

Your access to information about you

You are entitled to see the information that is kept about you. You also have a right to a copy of that material, and to make corrections to anything you believe to be false.

PCL does reserve the right to deny access to some of the material in your file if it is believed that this information may pose a threat to the life or health of another person or have an unreasonable impact on the privacy of other people.