



## Positive Caring Services

34 Watson St Wodonga  
Po Box 469 Wodonga 3689  
Ph: 0437 516 517

### PRIVACY & COLLECTION POLICY

**Positive Caring Services AND ABN: 5764 684 8240 / ACN: 6468 48240]** complies with the Privacy Act 1988 and the applicable Privacy Principles in the Privacy Act when handling personal information, together with the Health Records Act 2001 Victoria and the applicable Health Privacy Principles in the Health Records Act when handling personal information which is health information.

Positive Caring Services (PCS) takes the protection of your personal information seriously. Personal information includes any information or opinion, whether true or not, about a person who is identified or whose identity can reasonably be established.

#### Data Collection Practices

Positive Caring Services collects personal information for the purposes of providing you with a counselling service. As part of this service, it is possible that the practice may need to collect information about things like how to contact you to arrange an appointment. Positive Caring Services may collect information via the practice Consent Forms or other company forms that you complete, via our online booking system if you use that and via administration, or through our website [www.positivecaring.com.au](http://www.positivecaring.com.au)

The kind of personal and health information that Positive Caring Services may collect will depend on who you are (e.g. a client or third party service provider) and the nature of your connection with Positive Caring Services. This information may include things like:

- your full name
- address
- email address
- date of birth
- Medicare details
- billing information
- general appointment information and other personal information.

It is important that you are aware that failure to provide PCS with all the information requested, means that Positive Caring Services may not be able to deliver the NDIS Mental Health and Therapeutic Supports that you have requested.

Positive Caring Services collects personal information in the following ways:

- from you when you make an inquiry, book an appointment, email the practice, phone the practice, engage with the practice on social media, complete

[Sheree@postivecaring.com.au](mailto:Sheree@postivecaring.com.au)

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documentation, in a counselling session where you request a letter or report, where you complete an assessment or make an online booking;

- from third party service providers – if you are referred through an EAP / doctor / or other third party, they usually provide us with your contact information and other information relevant to the referral;
- when we receive enquiries through [www.positivecaring.com.au](http://www.positivecaring.com.au) and when the website is otherwise accessed or used;

The kind of personal information PCS may collect will depend on who you are (e.g. a client or third party service provider) and the nature of your interaction with us, and may include your full name, address, email address, date of birth, Medicare details, billing information, general appointment information and other personal information. If you do not provide us with all the information requested, PCS may not be able to deliver the counselling services requested.

### **Consent**

You consent to Positive Caring Services collecting, using and disclosing your personal and health information for the purpose of complying with this privacy policy. By booking an appointment, making an inquiry, registering your details via our website / phone / email / SMS / social media contact / fax or other and or by completing a consent form, you provide PCS with consent to collect, use and disclose your personal and health information for the purpose covered in this privacy policy.

### **Information and Use**

In the course of providing you with services PCS may use the information that you have provided to PCS including personal and health information, in order to provide you with PCS services, send you an electronic newsletter, respond to feedback and complaints, utilise the Positive Caring Services website, correspond with you and if required, enforce our client consent form / payment arrangement form.

### **Quality and Security of Data Collected**

Positive Caring Services takes reasonable steps to protect personal information collected and secure it from misuse, loss and interference and from unauthorised access and modification. PCS endeavours to ensure all such information collected is up-to-date and complete at the time it is collected, used or disclosed.

To ensure your information is accurate, please notify Positive Caring Services. You can do this by emailing [sheree@positivecaring.com.au](mailto:sheree@positivecaring.com.au)

### **Health Information Collected**

PCS complies with the Health Privacy Principles and the ethical guidelines of Australian

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Counselling Association and the Australian Association of Social Work in the collection, use and disclosure of all health information and to ensure that it is kept confidential.

PCS may collect your health information when you attend the practice and/or at any other time from time-to-time in the course of providing counselling services.

Your information may be collected for, but is not limited to, the following reasons:

- as it is required for the provision of therapeutic services, including recording your personal information and health information as relevant to your current situation for the purposes of providing therapeutic intervention, writing reports and summaries;
- only as essential for the provision of therapeutic services, or as otherwise in accordance with your consent, or as may be required by law;
- only from you (or from someone authorised by you with your written consent)
- in accordance with the code of ethics set out by Australian Counselling Association and the Australian Association of Social Work
- with accuracy, on the basis that you may at any time request a copy of the health information that Positive Caring Services has collected by emailing us at [sheree@positivecaring.com.au](mailto:sheree@positivecaring.com.au) (subject always to applicable law) and where our records are found to be inaccurate, we will rectify any inaccuracies on the basis of the further information you provide.

### **Access, Updates and Complaints**

PCS will provide you with access to your personal and health information that has been collected, subject to any legal exceptions, at your written request. Please also let us know if you have any concerns, questions or complaints so that Positive Caring Services can address them promptly for you, by sending an email to [sheree@positivecaring.com.au](mailto:sheree@positivecaring.com.au) Where are our records are found to be inaccurate, PCS will promptly correct any inaccuracies on the grounds of updated information that you provide.

### **Disclosure**

Positive Caring Services discloses personal information to additional third parties with your consent in accordance with this privacy policy or if permitted, authorised or required to do so by any relevant Federal or State or Territory law.

### **Changes to this Privacy Policy**

From time to time, PCS may make amendments to this privacy policy. Any changes will be effective immediately upon the uploading of the revised privacy policy on [www.postivecaring.com.au](http://www.postivecaring.com.au) By continuing to use the PCS website and/or the therapeutic services following any changes, you will be deemed to have agreed to such changes. If you do not agree with the terms of this privacy policy, as amended from time to time, in whole

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or part, you must terminate your use of the website and inform us immediately prior to any further receipt of our therapeutic services.

**Contact Us**

If you have any questions about this privacy policy please contact Positive Caring Services at [sheree@positivecaring.com.au](mailto:sheree@positivecaring.com.au)

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