

Privacy Policy

It is important that you are aware of what happens with your personal information. The psychological services provided by Riverina Regional Psychology Practice are bound by the legal requirements of the Australian Privacy Principles set out in the Privacy Act 1988 (Commonwealth).

Client Information

Client files are held in a secure filing cabinet and electronic document management system which is accessible only to authorised employees. The information on each file includes personal information such as name, address, contact phone numbers, medical history, and other personal information collected as part of providing the psychological service.

How clients' personal information is collected

A client's personal information is collected in a number of ways during psychological consultation with Riverina Regional Psychology Practice, including when the client provides information directly to Riverina Regional Psychology Practice using hard copy forms, correspondence via email, when the client interacts directly with Riverina Regional Psychology Practice employees such as the receptionist, and when other health practitioners provide personal information to Riverina Regional Psychology Practice, via referrals, correspondence and medical reports.

Consequence of not providing personal information

If the client does not wish for their personal information to be collected in a way anticipated by this privacy policy, Riverina Regional Psychology Practice may not be in a position to provide the psychological service to the client.

Purpose of holding personal information

A client's personal information is gathered and used for the purpose of providing psychological services, which includes assessing, diagnosing and treating a client's presenting issue.

Record keeping & disposal

The personal information is retained for seven years after last contact for adults, or until age 25 for minors. Records are kept securely per guidelines outlined in the Privacy Act 1988 (Cth). Records are securely destroyed after this time. Record of your name, timeframe in which you received our services and date of file destruction will be securely noted in perpetuity.

Disclosure of personal information

Your personal information will remain confidential except when:

1. It is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
2. Your psychologist believes there is a serious threat to the life, health or safety of any individual or the public, or to locate a person who has been reported as missing (see "Mandatory Reporting"); or
3. The client's prior approval has been obtained to:
 - a) Provide a written report to another agency or professional, e.g. A GP or a lawyer; or
 - b) Discuss the material with another person, e.g. A parent, employer, health provider, or third-party funder.

Your personal information will not be used, sold, rented or disclosed for any other purpose.

Mandatory Reporting

In NSW, psychologists' mandatory responsibilities are prescribed under three pieces of legislation that cover three different types of mandatory reporting.

1. The Children and Young Persons (Care and Protection) Act 1998;
2. Health Practitioner Regulation National Law (NSW) No 86a; and
3. The NSW Crimes Act 1900

If your psychologist believes that you are a danger to yourself, a danger to someone else or a child or elder is being harmed, they have a mandated responsibility to report this to the appropriate authorities.

Requests for access and correction to client information

You may view the contents of your file in the presence of a psychologist. A normal consultation fee will be charged where a psychologist is present to address any questions that may arise in relation to the information contained within the psychological record.

You will not be permitted to remove the contents of your psychological record from the premises of the practice, nor will you be permitted to alter or erase information contained in the psychological record. If, however you note an error in your information, you may provide documentation of this to be included in your record.

Copies of entire files will not be released directly to you without first viewing in the company of a psychologist. The entire record will only be released for purpose of subpoena or release to new treating psychologist if viewing of file is not scheduled, and with your written consent.

Where copies are requested, a fee may apply.

Where to lodge feedback, complaints or concerns

- Call or email our office on 02 6921 2016, or practice.manager@rrpp.com.au
- Write to us at PO Box 93, Wagga Wagga NSW 2650
- Contact the NDIS Commission by phone on 1800 035 544 (free call from landlines) or TTY 133 677; interpreters can be arranged
- Contact the Office of the Australian Information Commissioner on phone 1300 363 992, or online <http://www.oaic.gov.au/privacy/privacy-complaints> , or by mail to GPO Box 5218, Sydney, NSW, 2001
- Contact the Australian Health Practitioners Regulation Agency (AHPRA) on 1300 419 495