



Confidentiality Policy

At Playology we abide by a strict confidentiality policy within our service. It is important to us that our clients can relax in knowing that Playology is a safe and a private place to express themselves and tell us about their experiences.

We offer our clients the highest level of confidentiality consistent with relevant laws and regulations. Confidentiality within our service means that anything a client tells us is kept entirely private within the Playology team, subject to a few exceptions outlined below. Information on how your information is kept safe is outlined in further detail in our Privacy Policy.

Supports for children and young people usually involve family members or other legal guardians. Your Playology practitioner will have an open conversation with you about what information may be shared in order to ensure that everyone is comfortable with confidentiality arrangements, and that service can be provided in a way that holds the client's wellbeing as the top priority.

Limits of confidentiality (the exceptions)

1. *Prior informed consent has been obtained to provide or receive information from another professional or agency, such as your child's school, GP, paediatrician, legal representative, or relevant government department.*
 - Playology uses a "consent to share information" form to document consent and capture any limits of confidentiality you would like applied.
2. Failure to disclose the information would place the client or another person at risk of any harm.
 - Playology practitioners are mandatory reporters. This means they are required by law to report any known, disclosed or suspected cases of child abuse or neglect to government authorities.
3. *A legal guardian requests access to the records of their child who is aged under 16 years.*
 - In Australia, the federal government regulates access to health records through The Privacy Act 1988 (Cth). In the case of children, in addition to making health decisions concerning their child, parents also have a right to access their child's health records, which includes Playology case notes.
 - This includes cases where parents may be separated and only one parent is involved directly with Playology. If the other legal guardian requests information about their child, then unless a court order prohibits it, Playology is required to share it.
 - In certain cases, Playology practitioner may request permission from the legal guardian to maintain the confidentiality of the content discussed during sessions with the child. Whilst this may be denied, it is important to acknowledge that the request would only made in the

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best interest of fostering trust and rapport between the practitioner and the child, which is paramount for the effective delivery of treatment.

- If a client is aged over 16 and is able to provide informed consent about services, then their legal guardians are not able to access their health records without the client's permission.

4. Records are subpoenaed by a court of law



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