



MANAGEMENT OF CLIENT INFORMATION

PLEASE READ & KEEP

The information below describes the policy of GV Developmental Clinic for the management of client information.

All professional services are bound by the legal requirements of the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000.

Collection, Storage of & Access to Information

Our administrative and clinical staff will collect and record personal and clinical information that is relevant to your current situation and to our service provision. This information is necessary for administration, assessment, treatment and case-management purposes and is accessible only to relevant authorised GVDC administration and clinical staff.

Information is stored in the following manner:

- Hard copies of referral and intake documents are stored in temporary hard-copy files in secure filing cabinets until they are scanned into electronic client files
- GVDC uses Fully Hosted BpAllied practice software for the secure storage of and restricted access to electronic client files.

Confidentiality

All private health and clinical information will remain secure and confidential except when:

1. it is subpoenaed by a court, or
2. failure to disclose the information would place you, your child (if applicable) or another person at risk; or
3. your prior approval has been obtained to:
 - i. provide a written report to another professional or agency (eg. a GP or a lawyer) or
 - ii. discuss the material with another person nominated by you.

Requests for Access to Client Information

At any stage clients may request to see the information that is kept on their file. All requests for access to information should be lodged with GV Developmental Clinic directly. These requests will be responded to within two working days and an appointment will be made, if necessary, for clarification purposes. Authorised clinical or administration staff may discuss the requested information and/or provide photocopies of same. Some assessments are restricted copyright materials. Administration and/or standard consultation fees will apply.

Concerns

If you are concerned about the management of your personal information, please inform the Practice Manager of GV Developmental Clinic directly.

You may also wish to obtain a copy of the National Privacy Principles <https://www.privacy.org.au/Resources/NPPs-140311.pdf> which describe your rights and how your information should be handled.

Ultimately, if you wish to lodge a formal complaint about the use of, or access to, your personal information, you may do so with the Office of the Federal Privacy Commissioner <https://www.oaic.gov.au/> on 1300 363 992, or GPO Box 5218, Sydney, NSW 1042.

GVDC Client Handbook

For further information about our Policies and Procedures, including our Complaints Policies & Procedures, Feedback and Incident Management Policies, please ask for a copy of the **GVDC Client Handbook**.