



Privacy Policy

Please read the document to ensure you are fully informed.

YOU&I Counselling is committed to providing a safe, professional and confidential counselling service that respects your privacy and protects your personal information.

This Privacy Policy explains how personal and sensitive information is collected, used, stored and disclosed in connection with counselling services, including telehealth services.

YOU&I Counselling aims to manage personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) where applicable. 3. Privacy Policy for Counselling...

Personal Information

Personal information is information that identifies you, or could reasonably identify you, as an individual. This may include your:

- name
- contact details
- date of birth
- emergency contact details
- referral information
- relevant personal background
- information relating to your counselling needs and goals

Personal information may be collected directly from you through:

- website enquiries
- intake and consent forms
- email, phone or text communication
- counselling sessions
- telehealth sessions
- referrals from authorised professionals, organisations or support providers

Information is collected where it is reasonably necessary to provide counselling services, communicate with you, manage appointments and maintain appropriate client records. Your original policy similarly provides for information to be collected through intake forms, communication and counselling sessions.

Sensitive Information

Counselling may involve the collection of sensitive information, including information relating to your:

- physical or mental health
- wellbeing
- cultural background
- beliefs
- personal circumstances
- relationships or family circumstances

Sensitive information is handled with additional care and will only be collected, used or disclosed where it is reasonably necessary to provide counselling services, where you have provided consent, or where required or authorised by law.

Confidentiality

Information discussed during counselling sessions is treated as confidential.

Your personal information will generally not be shared with another person or organisation without your consent.

There may, however, be circumstances where information needs to be disclosed, including:

- where you have provided consent
- where disclosure is required or authorised by law
- where there is a serious concern regarding your safety or the safety of another person
- where information is required in response to a lawful court order or legal process
- as part of professional supervision, consultation or case review where appropriate safeguards are used to protect your identity and confidentiality

The existing policy also recognises consent, legal requirements, serious risk of harm and professional supervision as circumstances where information may be disclosed.

Telehealth and Online Counselling

YOU&I Counselling provides counselling services through telehealth and online communication platforms. Telehealth provides clients with the flexibility to access counselling from a location that is private, comfortable and suitable for them.

Reasonable steps are taken to protect your privacy and confidentiality during online counselling sessions.

Clients are also encouraged to:

- participate from a private environment where possible
- use a secure internet connection
- avoid using public Wi-Fi for counselling sessions where possible
- use personal devices that are password protected
- advise the counsellor if another person is present during the session

While reasonable safeguards are used, online communication and technology may carry privacy or security risks that cannot be completely eliminated.

Third-Party Information

Where possible, personal information will be collected directly from you.

In some circumstances, information may be provided by a third party, such as a:

- support coordinator
- case manager
- general practitioner or other health professional
- parent or guardian
- nominee
- support agency
- referring organisation

Where appropriate, information will only be obtained or shared with your consent unless collection or disclosure is otherwise required or authorised by law.

Storage and Security of Information

YOU&I Counselling takes reasonable steps to protect client information from:

- misuse
- interference
- loss
- unauthorised access
- modification
- disclosure

Client records and personal information are stored securely and access is limited to authorised persons where appropriate.

When information is no longer required, it will be securely destroyed or permanently de-identified where appropriate.

Counselling records are generally retained for a minimum of seven years after your last session, unless a longer retention period is required by law, professional obligations or the circumstances of the client.

Accessing or Correcting Your Information

You may request access to personal information held about you and may ask for information to be corrected if you believe it is inaccurate, incomplete or out of date.

Requests should be made directly to YOU&I Counselling.

Identification may be requested before information is released to ensure your privacy is protected. There is generally no fee for requesting access to your personal information, although reasonable administrative costs may apply in some circumstances, such as where printed copies are requested.

Website Enquiries

Information submitted through the YOU&I Counselling website may be used to:

- respond to your enquiry
- contact you about counselling services
- arrange an initial appointment
- determine whether the service may be appropriate for your needs
- provide information about availability, fees or services

Please avoid including highly sensitive, urgent or emergency information in the general website contact form.

Email, Phone and Electronic Communication

YOU&I Counselling may communicate with clients through email, telephone, text message or other agreed electronic communication methods.

While reasonable precautions are taken, electronic communications may not always be completely secure. Clients should consider the type of information they provide through email or text message.

Professional Supervision

Professional supervision may form part of maintaining appropriate counselling practice and professional standards.

Where client matters are discussed during supervision, reasonable steps will be taken to protect client confidentiality. Identifying information will be limited or removed where appropriate.

Your original policy also provides for counselling information to be discussed in professional supervision subject to confidentiality requirements.

Children and Young People

Where counselling is provided to a child or young person, additional consideration may be given to:

- age
- maturity
- decision-making capacity
- consent arrangements
- involvement of parents, guardians or nominees
- safety and wellbeing

Privacy and confidentiality will be explained in a way that is appropriate to the young person's age and circumstances.

There may be situations where information needs to be shared with a parent, guardian, support person or relevant authority where required by law or where there are serious concerns regarding safety or wellbeing.

NDIS Participants

Where counselling services are provided to an NDIS participant, information may be collected or shared where reasonably necessary to provide the agreed service, maintain appropriate records or communicate with relevant representatives.

This may include communication with a participant's:

- nominee
- support coordinator
- plan manager
- support provider
- referring organisation

Information will generally only be shared with the participant's consent unless disclosure is otherwise required or authorised by law.

Mandatory Reporting and Safety

There may be circumstances where confidentiality cannot be maintained.

Information may need to be disclosed where there is a serious or immediate risk of harm to you or another person, or where disclosure is required under applicable laws, including child protection or other mandatory reporting obligations.

Where appropriate and safe to do so, this will be discussed with you.

Privacy Concerns or Complaints

If you have any questions, concerns or complaints regarding this Privacy Policy or how your personal information has been handled, please contact:

Youssef Moukachar

Email: youi_counselling@outlook.com

YOU&I Counselling