

THE WORTH WITHIN

1. Purpose

At The Worth Within, we are committed to protecting your privacy and the confidentiality of your personal and health information. This Privacy Policy outlines how we handle your information in compliance with the Privacy Act 1988, the Health Records Act 2001 (Vic), and the PsychBA Code of Conduct 2025.

2. Collection of Personal and Health Information

We collect personal and health information that is necessary to provide safe and effective psychological services. This may include:

- your name, date of birth, and contact details;
- Medicare details
- referral information and medical or psychological history;
- relevant personal or family information; and
- billing and payment details
- other personal details collected as part of providing counselling and mental health services.

Information is collected directly from you whenever possible. With your consent, information may also be obtained from a parent or guardian (if you are under 18 years old), referrers (such as your GP), other health professionals, or relevant third parties.

3. Credit Card Information

Credit card information may be stored securely within Zanda for billing purposes with your consent. The Worth Within does not store credit card information outside of this platform.

4. Use of AI

At The Worth Within, Heidi AI may be used to support accurate documentation of session content for clinical purposes, supervision, and ethical record-keeping. It is not used for any form of diagnostic automation, client profiling, or decision-making. You remain in full control of whether this technology is used for your sessions. You may withdraw your consent to use Heidi AI at any time by notifying your psychologist. Upon withdrawal, no further session recordings or transcriptions will be made using this platform.

5. Use and Disclosure of Information

Your personal and health information is used to:

- provide psychological assessment, treatment, and care;
- communicate with referring doctors and other treating professionals;
- manage practice administration and billing; and
- meet ethical, professional, and legal obligations.

For adolescents and individuals unable to provide informed consent, information is collected with the consent of a parent or guardian and used in accordance with this policy. Your information will not be disclosed without your consent, except where required or authorised by law — such as when there is a serious risk to your safety or the safety of others, mandatory reporting obligations, or a legal subpoena. Where possible, we will inform you before sharing information.

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6. Storage and Security

All client information is stored securely and protected from unauthorised access, loss, or misuse, in password-protected electronic files via Zanda. You can view their privacy statement at <https://zandahealth.com/au/privacy-policy/>

In compliance with privacy law, records are retained for at least seven (7) years after your last contact, or until a person who was under 18 at the time of last contact turns 25 years old.

7. Access and Correction

You have the right to request access to, or correction of, your personal and health information, subject to exceptions provided under the Health Records Act 2001 (Vic). Requests should be made in writing to the practice through contact@theworthwithin.com.au

We will respond to your request within a reasonable timeframe and may require verification of your identity before releasing information.

8. Confidentiality and Professional Standards

The Worth Within adheres to the PsychBA Code of Conduct (2025) and the ethical standards of the psychology profession. Confidentiality, informed consent, and responsible record management are fundamental to the practice.

9. Concerns and Complaints

If you have a concern about how your personal or health information has been handled, please contact the practice through contact@theworthwithin.com.au

10. Website Use

When you contact the clinic through our website, the clinic will use your email or phone number only to respond to your enquiry, follow up a referral, or provide relevant mental health support options.

The Worth Within website uses GoDaddy to collect basic, anonymous website usage data through cookies. No personally identifiable information is collected through analytics.

11. Updates to This Policy

The Worth Within may update this Privacy Policy periodically to reflect legal or practice changes. The latest version will always be available on our website or upon request.