



Serenity Supervision
Gold Coast

Privacy Policy

Jessica Kane Counselling & Serenity Supervision



Jessica Kane
Counselling, Coaching & Wellness

www.jessicakancounselling.com.au

Jessica Kane Counselling and Serenity Supervision Gold Coast (Business Name: Why Not Justbe)

are committed to providing high-quality care while protecting your privacy in accordance with the:

- *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (APPs)*,
- *Codes of Ethics and Practice* of the **Australian Counselling Association (ACA)** and the **Psychotherapy and Counselling Federation of Australia (PACFA)**, and
- *Draft National Standards for Counsellors and Psychotherapists (November 2024)*.

This Privacy Policy explains how we collect, use, store, and disclose your personal information. By engaging our services, you agree to the terms outlined below.

1. Collection of Personal Information

We may collect personal information directly from you during counselling, supervision, workshops, phone or email contact, online forms, or website interactions.

This may include:

- Your name, contact details, and date of birth.
- Relevant personal, medical, educational, or employment history.
- Case notes and session records.
- Information required for referrals, reporting, or funding.

The Cliniko platform is used to manage bookings, client records, and business administration. Your personal information is stored securely.

2. Use of Your Information

Your information is used for purposes including:

- Providing counselling, supervision, or consultation services.
- Maintaining accurate client records.
- To process payments.
- Responding to your enquiries.
- Meeting legal, ethical, and professional obligations under ACA and PACFA codes.
- Providing relevant resources or updates (with your consent).

3. Storage and Security

- Records are stored securely in either locked physical files or encrypted, password-protected electronic systems.
- Access is restricted to authorised personnel only.
- Records are retained for the legally required minimum period, then securely destroyed.

4. Confidentiality

Your information remains confidential except in situations where:

- You provide written consent to share information.

- Disclosure is required by law (e.g., court order, subpoena, child protection concerns).
- There is a serious risk of harm to yourself or others.
- Limited information is shared in professional supervision or consultation (with identifying details removed).

5. Disclosure of Your Information

We may disclose personal information in the following circumstances:

- To comply with legal obligations (e.g., law, regulation, warrant, court order).
- Where ethically required under ACA and PACFA Codes of Ethics.
- To protect the safety, rights, or wellbeing of you, others, or the community.
- In the event of a business change (e.g., merger, sale, or transfer of assets), under confidentiality agreements.

We only disclose information in good faith, where legally necessary, or ethically justified.

6. Access and Correction

You have the right to request access to, or correction of, your personal information. Requests must be made in writing. We will respond within a reasonable timeframe in line with the *Privacy Act 1988 (Cth)*.

7. Website and Online Services

When visiting:

- www.jessikanecounselling.com.au
- www.serenitysupervision.com.au

We may collect non-identifying information via cookies or analytics to improve services. You can disable cookies in your browser settings, though this may affect functionality.

Our websites may contain links to third-party sites; we are not responsible for their privacy practices.


8. Contact Us

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

Jessica Kane

JessicaKaneCounselling & Serenity Supervision

 Email: jessikanecounselling@gmail.com

 Phone: (+61) 0411 370 731

 Web: www.jessikanecounselling.com.au | www.serenitysupervision.com.au

Resources

- Australian Counselling Association (ACA): <https://theaca.net.au>
- Psychotherapy & Counselling Federation of Australia (PACFA): <https://www.pacfa.org.au>
- Privacy Act 1988 (Cth): <https://www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act>
- Draft National Standards for Counsellors and Psychotherapists (Nov 2024): [Link to Consultation Draft PDF](#)

(updated September 2025)