

Alison Hood

Certified & accredited Counsellor Supervisor

- Psychotherapy & Counselling Federation of Australia (PACFA)
Certified Clinical Supervisor Reg. 22304
- Australian Counselling Association (ACA) Supervisor (Level 4, CoS81839)
- Australasian Association of Supervision (AAOS) Reg. 0803211
- IAAN Certified Neuropsychotherapy Practitioner

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Privacy Policy

I value your right to privacy as a service participant. I am committed to complying with the Australian Privacy Principles (APP) Guidelines (Privacy Act 1988).

Ethical codes of practice

Your personal information is retained to enable me to provide you with an ethical service in accordance with the ethical codes of practice provided by my accreditation bodies: Psychotherapy and Counselling Federation of Australia (PACFA), Australian Counselling Association (ACA), Australasian Association of Supervision (AAOS).

- Psychotherapy and Counselling Federation of Australia (PACFA): <https://www.pacfa.org.au/>
- Australian Counselling Association (ACA): <https://theaca.net.au/>
- Australasian Association of Supervision (AAOS): <https://supervision.org.au/>

Personal information

I will not share personal information without your written consent unless required as part of a mandatory reporting process (see below). I aim not to retain unnecessary personal information. When the service ends, I dispose of all personal information unless required to store it securely in accordance with legal requirements.

Personal information held by me may include:

- written communication received from you via email, SMS or letter
- online booking and payment systems
- intake and informed consent forms
- information you share with me verbally, in writing or via social media
- written records of counselling and supervision sessions
- information provided by your guardian (for clients under 18 years)
- information you choose to share from your GP or other health practitioners and services

Storage of personal information

I will not share, discuss or disclose your personal information about you to third parties without your written consent, except when the disclosure is required by Australian law (e.g. mandatory reporting), in which case I will discuss with you and invite your participation in the reporting process and/or inform you in writing.

I protect the personal information I hold from misuse or loss by storing it securely. The method of storage varies between types of information and may include hard copies secured in a locked cabinet

and digital versions secured in password protected folders. Whenever possible, I deidentify personal information. If I become aware of a security breach, I will take remedial action as appropriate and notify the individual affected in accordance with the Privacy Act. I maintain confidential written records of counselling and supervision sessions, which are kept securely for seven years.

Integrity of your personal information

I aim to ensure that the personal information I store is accurate and up to date. You may request an update or correction to personal information held by me and I will deal with all such requests as required by the Privacy Act.

Accessing your personal information

You may request access to the personal information I hold about you. I will invite you to discuss with me your reasons for the request and invite you to specify what information you require and how the information will be used. I will charge a fee where I provide access for any costs incurred. I respond to requests for access to personal information as required by the Privacy Act and may refuse to provide access if the Privacy Act allows me to do so.

Making a complaint

If you identify that your personal information has not been handled by me in accordance with the Privacy Act, please contact me in the first instance. I will aim to resolve your complaint directly with you. If you are not satisfied with the outcome of our interactions, please make a complaint to the Office of the Australian Information Commissioner (OAIC): <http://www.oaic.gov.au/>

3rd party disclosure

If you wish me to discuss your engagement with the service or liaise with another service provider I will ask for your written consent to do so. As part of the consent, I will ask you to specify which information I should disclose and the purpose for the disclosure. Otherwise I will uphold your confidentiality and privacy with the exception of required mandatory reporting processes, which I will discuss with you (see Informed Consent).

Contact

If you have any questions relating to how I hold your personal information, please contact me.

Updates to the Privacy Policy

This Privacy Policy will be updated in line with legislation and best practice. The current version is published on my website.

➤ **Last updated 12 November 2025**