



Lillian Flanagan Supervision, Counselling, Training and Consultation

Collection Notice and Consent Form

Lillian Flanagan Supervision, Counselling, Training and Consultation, ABN **47817829151** is collecting your personal information so that we can provide you with the services you request, respond to your enquiries, and communicate with you in relation to the foregoing.

This Collection Notice explains the types of personal information we collect about you, why we collect it, how long it is kept and how it will be used and disclosed (as guided by Privacy Act (2009) & PACFA client records guidelines 2014) .

We have a Privacy Policy that is available on our website or upon request. The Privacy Policy contains information on how you can seek to access or correct any personal information we hold about you, how you may complain about a breach of your privacy and how we will deal with such a complaint.

Why do we collect your personal information?

We collect your information for the primary purpose of providing a quality health service to you.

What sort of information do we collect?

We collect information that is necessary for providing you with our services. This includes personal information such as name, address, contact phone numbers, date of birth and payment details, as well as sensitive health information relevant to the service being provided.

For what purposes will the information be used?

This information will be used primarily for the management of your treatment and so we can provide the services you request. It will also be used for the administration of our practice, such as for invoicing (either directly to you or through an insurer or compensation agency) and communicating with you (and your emergency contacts in necessary).

How is the information collected?

We collect information in several ways, mainly from you during treatment sessions, registration forms, correspondence, and telephone calls. However, we may also collect your personal information from third parties, such as from referrals or via reports we receive from other professionals.

Who might the information be given to?

To provide you with the best service, we may disclose information regarding assessment results or treatment to your doctor or other providers involved in your treatment. This will only be done with your consent. This may also include professionals such as teachers, specialists, insurers, and solicitors relevant to your treatment.

In some cases, your personal information may (strictly on a confidential basis) be disclosed to or accessible by our related companies and third parties that provide us with (or help us provide) products and services, for example, our providers of IT, data storage, back office and other support services.

We may disclose personal information for other purposes where you provide your express or implied consent for us to do so, or where otherwise required or authorised by law.

Whilst your confidentiality is my priority and this is a building block to a foundation of unconditional positive regard and trust, my obligation to *warn and protect* is also a priority, meaning that there are limits to confidentiality in therapy, that you have a right to know about.

In most circumstances a discussion/s will occur with you about what we do once this information is known; in some instances, this is not always possible.

Situations where confidentiality is limited:

- Suspicion of child abuse (any person under 18 years of age) of any kind (physical, sexual, verbal, neglect, etc.)
- Suspicion of elder abuse (any person over 65 years of age) of any kind (physical, sexual, financial, verbal, neglect, etc.)
- You are a danger to yourself and threaten to harm yourself (e.g., suicidal).
- You threaten to harm another specific person (e.g., assault, etc).
- You are subject to a DFV or IPV relationship with risk of lethality
- A member of your family informs your treating therapist that you seriously intend to harm another.

Do we transfer your personal information overseas?

We do not disclose your personal information to overseas recipients unless you specifically gave consent.

What if you do not provide your information to us?

If you do not provide us with the relevant and accurate personal or health information we request, it may result in an incomplete assessment that may impact the treatment being provided, and we may not be able to provide you with some or all our services.

Requests for information and Subpoenas ?

Client records are maintained for a variety of reasons, the most important of which is for the benefit of the client. Conscious recording of current client needs, support and interventions is part of the practitioner's duty of care to the client.

Requests for information occur when you, the client, request copies of your records, the documents can be requested for a variety of reasons, but such requests will require consent to release the documents and a administration fee (@\$75). They are sometimes requested as part of a Court matter or formally through a Subpoena (see below).

A subpoena is a legal document. It is a court order issued at the request of a party to a case who believes that a person, who is not otherwise involved in the legal issue, possesses relevant documents or information. A subpoena issued by a lower court, such as the Magistrates court may be called a 'summons' but in all other respects it will conform to the requirements of a subpoena. A subpoena compels a person to produce documents or give evidence in court proceedings. This will also incur a cost ([file:///C:/Users/Owner/Downloads/AASWScheduleofrecommendedfeesforAccredit%20\(2\).pdf](file:///C:/Users/Owner/Downloads/AASWScheduleofrecommendedfeesforAccredit%20(2).pdf))

Cancellation or not able to attend?

If cancellation/rescheduling occurs within 24 hours of the appointment or you 'just don't attend, there is a charge of **50%** of the session cost.

If cancellation occurs within 48 hours of the appointment or you 'just don't attend, there is a charge of **25%** of the session cost.

If you have questions or concerns about this document please do not hesitate to call, email or speak to me and we can discuss this at your pace.

Contact details.

Our contact details are as follows:

Lillian Flanagan Supervision, Counselling, Training and Consulting services
LillianFlanagan.consulting@gmail.com
Birkdale, Brisbane Queensland
0410456004

Client Consent Declaration

I have read the above information and understand the reasons for the collection of my personal information and the ways in which the information may be used and disclosed, and I agree to that use and disclosure.	Yes/No
I understand that it is my choice as to what information I provide and that not providing accurate or complete information might act against the best interests of my assessment and therapy progress.	Yes/No
I am aware that I can access my personal and treatment information upon request and if necessary, correct information that I believe to be inaccurate.	Yes/No
I understand that if, in exceptional circumstances, access is denied for legitimate purposes, the reasons for this and possible remedies will be made available to me.	Yes/No
I have been provided with or have been given an opportunity to obtain a copy of the practice's Privacy Policy.	Yes/No
I have read, understood that there is a cancelation fee of 50% if within 24 hours, and 25% if within 48 hours	Yes/no

Client name: _____

Signature: _____

Date: _____

