

Rosebank Child Sexual Abuse Service Inc.

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Personal Information Consent Form

Rosebank's Service

As part of providing a counselling and support service to you and/or your child, Rosebank Child Sexual Abuse Service Inc (Rosebank) will need to collect and record personal information from you (or your child) that is relevant to your current situation. This information will be a necessary part of the assessment and counselling that is conducted. The counselling and support services provided by Rosebank are bound by the legal requirements of the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000.

Client Information

Client files are held in a secure filing cabinet which is accessible only to authorised employees. The information on each file includes personal information such as name, address, contact phone numbers, and other information which is relevant to the counselling service being provided.

Rosebank has two levels of confidentiality for different types of client information:

1. **General information:** All authorised Rosebank employees may have access to clients' general information, such as name and contact details, and appointment schedules. We refer to this as *team-level confidentiality*.
2. **Personal information disclosed at the time of referral and counselling sessions:** All Rosebank counselling staff may have access to your initial referral information. This is so that, when you first come to our service, we can ensure you are given the right counsellor to meet your needs. Once you begin working with a counsellor, however, only your counsellor, her clinical supervisor, and the Rosebank Service Coordinator has access to the things you discuss in counselling and the records of your counselling sessions. This is *counsellor/supervisor confidentiality*, and it ensures we are giving you the best possible service. Please let your counsellor know if you would prefer to remain anonymous when she discusses your concerns with her clinical supervisor.

NB: If for some reason you change counsellors at Rosebank, your new counsellor will obtain your permission before discussing any of your personal information with your previous counsellor.

Purpose of holding information

The information is gathered as part of the assessment and counselling service provided and is seen only by authorised Rosebank employees. The information is retained in order to document what happens during sessions, and enables the counsellor to provide a relevant and informed counselling service.

Confidentiality

All personal information gathered by Rosebank during the provision of our service will remain confidential and secure except when:

- 1. It is subpoenaed by a court, or
- 2. Failure to disclose the information would place you or another person at risk; or
- 3. Your prior approval has been obtained to
 - a) provide a written report to another professional or agency, eg: a GP or a lawyer; or
 - b) discuss the material with another person, eg: a parent or school counsellor.

Exchange of client information

There may be times where, as part of the assessment and counselling process, it may be helpful for Rosebank to liaise with other people or agencies with whom you and/ or your child are involved (eg, JIRT, DoCS, school counsellor). We require your consent to collect personal information about you or your child from these agencies. It is important to reassure you that we cannot breach your or your child’s confidentiality by providing any information to other agencies (except in the circumstances outlined above) without your consent.

Requests for access to client information

At any stage clients may request to see the information about them kept on file. The counsellor may discuss the contents with them and/or give them a copy, subject to the exceptions in National Privacy Principle 6.

Concerns

If you have a concern about the management of your personal information, please inform the Service Coordinator, Peta Andersson, on 9601 3790. Upon request you can obtain a copy of the National Privacy Principles, which describe your rights and how your information should be handled. Ultimately, if you wish to lodge a formal complaint about the use of, or access to, your personal information, you may do so with the Office of the Federal Privacy Commissioner on 1300 363 992, or GPO Box 5218, Sydney, NSW 1042.

I, (print name in Block Capitals)....., have read and understood the above Consent Form. I agree to these conditions for the counselling service provided by Rosebank Child Sexual Abuse Service Inc.

I do / do not (delete as appropriate) agree to Rosebank exchanging information about me or my child where it is relevant to the counselling and assessment process. These people and/ or agencies are listed below:

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Signature Date

Please Note: *If, after reading this form you are at all unsure of what is written, or you require a translated copy, please discuss it with the counsellor.*