

# Shine Assist

## SA03

### Privacy Statement

OzChild's Shine Assist service provides counselling to students in schools for up to 10 individual and group counselling sessions per calendar year.

As part of providing Shine Assist counselling services, OzChild needs to collect and record relevant personal information such as name, contact information, medical history, and information collected on forms as well as through conversations between the student and their guardian and the OzChild counsellor.

This collection of personal information is a necessary part of counselling.

### Purpose of collecting and holding information

Personal information is gathered as part of counselling, stored securely on Coreplus, a health practice management system, which complies with Commonwealth Government standards governing the security of IT systems and infrastructure. In the interests of privacy this personal information is only used by the assigned counsellor and authorised OzChild personnel as necessary. Personal information is retained in order to document what happens during sessions, and enables the counsellor to provide a relevant and informed counselling service. A more detailed description is provided in OzChild's Privacy Policy which can be obtained by contacting OzChild or from OzChild's website. The Privacy Policy contains information about how to access and seek correction of personal information.

### Consequence of not providing personal information

If you do not wish for your child's personal information to be collected in a way anticipated by this document or OzChild's Privacy Policy, OzChild may not be in a position to provide the counselling service to your child. You may request that your child be anonymous or use a pseudonym, unless it is impracticable for OzChild to deal with or if OzChild is required or authorised by law to deal with identified individuals. In most cases it will not be possible for your child to be anonymous or to use a pseudonym.

### Access to client information

At any stage you are entitled to access your child's personal information kept on file, this will be reviewed on a case by case basis and is subject to exceptions in the relevant legislation. OzChild may charge a reasonable fee to reimburse costs incurred for access.

### Disclosure of personal information

All personal information gathered by the counsellor during the provision of the counselling service will not be disclosed except when:

1. it is subpoenaed by a court; or
2. failure to disclose the information would in the reasonable belief of the counsellor place your child or another person at serious risk to life, health or safety; or
3. your prior approval has been obtained to

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Ground Floor, 20 Davey Street  
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T: (03) 8796 0000 E: [education@ozchild.org.au](mailto:education@ozchild.org.au)  
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- a) provide a written report to another professional or agency, e.g. a GP or a lawyer; or
  - b) discuss the material with another person, eg. an employer or health provider; or
  - c) disclose the information in another way; or
4. you would reasonably expect your child's personal information to be disclosed to another professional or agency (e.g. their GP) and disclosure of their personal information to that third party is for a purpose which is directly related to the primary purpose for which the personal information was collected; or
5. disclosure is otherwise required or authorised by law.

## Counselling fees

No charge to client/parent, OzChild will bulk bill Medicare for up to 10 individual counselling sessions and 10 group counselling sessions per calendar year.

## Cancellation policy

If, for some reason you need to cancel or postpone your appointment, when possible please give the school or counsellor at least 24 hours notice.

### Keeping Information up to date

Please notify your child's counsellor of any relevant changes in circumstances, e.g. address, Medicare number.

### Please note

If, after reading this document you are unclear about any of the information provided, please contact us at:

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