

Wellbeing, Academic Services

The University of Melbourne

Counselling and Psychological Services Privacy Statement

In the course of providing our services to you, Counselling and Psychological Services (CAPS) may collect your personal and health information.

At the University, all personal and health information must be managed in accordance with the Information Privacy Act 2000 (Vic), Health Records Act 2001 (Vic), Healthcare Identifiers Act 2010 (Cth) and the University of Melbourne Privacy Policy & associated Guidelines.

CAPS staff are committed to the management and maintenance of your personal and health information (**'your information'**) in accordance with these laws and the University's Privacy Policy.

Why we collect your information

We collect your information for a range of purposes including:

- to assist us to assess, provide service to, and support you;
- to confirm your student or staff status and eligibility to access our services;
- to make and change appointments; and
- for various other administrative functions associated with our services e.g. record-keeping, making referrals etc.

If you do not provide information requested, our ability to provide our services to you may be impaired. We reserve the right to withdraw or not provide our services if we believe they may be compromised by a lack of information or we would be unable to meet legal obligations.

How we collect your information

In most cases, we will collect your information directly from you, or at your request or with your consent, from your previous health providers.

If you are a student, we will electronically access limited student course and contact details from the University's student system when you register with us to access our services. This occurs in a way that does not identify you to other departments of the

University or indicate that you are using our services.

How we manage and use your information

We will use your information for the purpose of providing counselling services to you.

CAPS may with your consent exchange your information with external parties such as specialist healthcare providers where this is necessary for the management of your ongoing healthcare and treatment, for example in order to seek a professional opinion, or manage a referral to or from another provider.

CAPS may also exchange your information with other staff within the University in limited circumstances, including:

- other staff within CAPS, or the Director, Wellbeing, for purposes related to your healthcare and treatment; and
- staff within the Health Service with your consent, for purposes related to your healthcare and treatment; and
- other University staff at your request, for example, where the information is relevant to a special consideration application (if you are a student) or an assessment of "reasonable adjustments" if you are a staff or student with a disability or impairment.

Except as outlined above, your information will remain strictly confidential and will not be disclosed without your consent unless:

1. we reasonably believe that the use and disclosure of your information is necessary to lessen or prevent a serious threat to public health, welfare or safety or a serious and imminent threat to someone's life, health, safety or welfare; or
2. we are required to disclose your information under a legal process such as a court-issued subpoena; or
3. we are otherwise required or authorised by law to use and disclose your information.

Security and accuracy of your information

We will take reasonable precautions to:

- protect your information from misuse, loss and unauthorised access, modification and disclosure; and
- ensure that your information is accurate, complete and up-to-date.

You have a right to request that we correct your information if it is not accurate, complete or up-to-date.

How you can access your information

As the University is a public authority, requests for access to your information are generally made under the *Freedom of Information Act 1982* (Vic). A fee is generally payable and the process is explained at:

<http://www.unimelb.edu.au/unisec/foi.html>

For more information

If you have any queries or concerns about how your information is managed, in the first instance you should discuss this with the person providing the service. Alternatively you may contact the Manager, CAPS (ph: 8344 6927) or email orania@unimelb.edu.au, or the Director, Wellbeing (Ph: 9035 8393 or email: daniel.persaud@unimelb.edu.au), or the University Privacy Officer (email: privacy-officer@unimelb.edu.au).

This Privacy Statement is authorised by the Director Wellbeing, May 2016. The University reserves the right to amend the contents of this document at any time.

If you would like to access or correct your information, please first discuss this with the person who is providing your service.

While you have a general right to access your information, the *FOI Act* and privacy legislation does include some exceptions to this right of access.

If you are seeking the transfer of your information to another healthcare provider, we may charge an administrative fee for this service.

External students

If you are accessing CAPS as a student from another educational institution, please be advised that we may need to discuss with your home institution issues that are relevant to the referral and booking arrangements between your home institution and our Service.

Service improvement

Wellbeing and other areas within the University may also use your information for the purposes of monitoring and evaluating our services, and planning for future funding and improvement of our services.

In these instances, we will only use service-wide, statistical, **non-identifying** information.

Government reporting

We may provide **non-identifying** information to government agencies for funding and statistical purposes.

Research related purposes

We may also provide **non-identifying** aggregated data to approved research bodies undertaking research that has been subject to ethical clearances.