



PRIVACY POLICY

Privacy Policy for Disability Counsellors Australia

Effective Date: 23.11.24

Disability Counsellors Australia (DCA) is committed to safeguarding the privacy of all individuals who engage with our services, in compliance with the Australian Privacy Act 1988 (Cth), the NDIS Practice Standards, and the standards of the Psychotherapy and Counselling Federation of Australia (PACFA).

This Privacy Policy explains how we collect, use, store, and disclose personal information.

1. Collection of Personal Information

We collect personal information to provide quality telehealth counseling services to individuals with disabilities. The types of information we may collect include:

- **Personal details:** Name, date of birth, address, and contact information.
- **Health information:** Medical history, mental health assessments, and treatment plans.
- **NDIS details:** NDIS number, service agreements, and funding arrangements.
- **Consent information:** Signed consent forms for treatment and data use.

We only collect information directly from clients or their authorized representatives unless otherwise required by law.

2. Use of Personal Information

We use personal information to:

- Deliver telehealth counseling services tailored to individual needs.
- Meet legal and regulatory requirements under the NDIS and PACFA standards.
- Monitor and improve the quality of our services.
- Communicate effectively with clients, families, and other authorized parties.

3. Storage and Security

We store personal information securely, employing both physical and digital safeguards. This includes:

- Encrypted digital records.
- Password-protected systems, including Cliniko for practice management.
- Regular staff training on privacy and confidentiality protocols.

Access to client information is restricted to authorized personnel only.

4. Disclosure of Information

We do not disclose personal information to third parties unless:

- It is required to deliver services (e.g., sharing with other health professionals or support providers).
- It is legally required (e.g., under mandatory reporting obligations).
- Consent has been provided by the client or their authorized representative.

We may share anonymized data for research or reporting purposes without identifying individuals.

5. Client Rights

Clients have the right to:

- Access their personal information and request corrections.
- Withdraw consent for non-essential uses of their data.
- Lodge a complaint if they believe their privacy has been breached.

Requests should be directed to Support@Disabilitycounsellors.com.au.

6. Compliance with PACFA and NDIS Standards

Disability Counsellors Australia adheres to:

- **PACFA Code of Ethics:** Ensuring confidentiality, informed consent, and professional integrity in all counseling practices.
- **ACA Code of Ethics:** Ensuring confidentiality, informed consent, and professional integrity in all counseling practices.
- **NDIS Practice Standards:** Including participant rights, risk management, and record-keeping.

7. Privacy Complaints

If you believe we have breached your privacy, please contact us at:

Email: Support@Disabilitycounsellors.com.au

Phone: 1300 474 721

We aim to resolve complaints promptly and in accordance with Australian regulations. If unresolved, you can escalate your concerns to:

- **Office of the Australian Information Commissioner (OAIC):** [Insert OAIC Contact Details]

Changes to this Policy

This Privacy Policy may be updated to reflect changes in laws, regulations, or our practices. Please refer to our website for the latest version.

Contact Us

For questions or concerns about this Privacy Policy, please contact us at support@Disabilitycounsellors.com.au.