

Privacy Act

All information we collect relating to you is covered by the Privacy Act. Family Services will supply you with written information about the Privacy Act, and you can also contact the Family Services Privacy Officer on (8202 5190) if you have any questions.

All personal information identifying clients accessing our services shall be collected, maintained, used, stored and disposed of in accordance with the Privacy Act Amendment 2000.

There is a separate pamphlet available describing the details of the Act more thoroughly.

Please ask your Counsellor or the Administrative Officer for a copy of this pamphlet.

UnitingCare Wesley Adelaide Family Services include:

- Bfriend
- Childhood Sexual Abuse Counselling
- Communities For Children
- Domestic Violence Helpline
- Family and Relationship Counselling
- LifeLine Adelaide
- SideStreet Counselling Service

UnitingCare Wesley Adelaide Inc

Family Services

First Floor, 10 Pitt Street

Adelaide SA 5000

Phone: (08) 8202 5190

Fax: (08) 8202 5807



Information on Confidentiality and Privacy



A service of UnitingCare Wesley Adelaide Inc.

Family Services

Confidentiality

Any information you discuss with our service is confidential under the following guidelines:

- Information is confidential to the service, not to the individual worker. This means that information given either over the telephone or in person, may be discussed with other counsellors in the team, the Team Leader, or with the Management of UnitingCare Wesley Adelaide.
- Information given by one member of the family will be kept confidential from other members of the family unless permission has been given to disclose that information.
- Information will be disclosed to a third party when we are legally required to.
- If you tell us about suspected child abuse and neglect of children or young people under the age of 18, we are legally required to ensure Child, Youth and Family Services are informed. Whenever possible, we will discuss this with you first.

File Information

In some Family Services programs, individual files are kept and the information contained within them are used to help ensure we provide a quality service.

Examples may include:

- Your name, address and telephone number
- Summaries of your contact with us
i.e. : Appointment dates/times
- Phone calls between you and your counsellor
- Anything you have given your counsellor or copies of written information they have given to you. (poems, drawings, letters etc)
- Details of any contact between Family Services and any other agencies, workers, family members etc

Access to your file

It is your right under the Privacy Act to access information contained in your personal file.

However, if your file also contains details of counselling sessions involving another person (i.e. your partner or adult children), you will only be allowed access to the parts of the file that pertain specifically to you, unless the other person has indicated in writing that their information can be shared with others.

If you wish to see your file, you should speak to either your Counsellor or the Team Leader. Our Administrative Officer has a form you will need to sign. Please note that the file may take a little time to be prepared.

Child Safe Organisation

UnitingCare Wesley Adelaide is a child safe organisation and is committed to ensuring the safety and well-being of children and young people. We support the rights of children to live in a safe environment, free from harassment and danger and will act without hesitation to ensure a child safe environment is maintained at all times.