

Policies

Privacy



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Privacy is taken seriously and AACO, is bound by the Australian Privacy Principles (APP) under the Privacy Act 1988. AACO needs to collect data from clients so that counselling can be effective and professional. We are bound by the APP regulations.

During contact with us, we may collect personal information about others, please make sure you are allowed to share this information as it is your responsibility to do so. Third parties need to be made aware of our Privacy policy so please direct them to it. For counselling to be effective you may need to share information for successful counselling to occur.



Information may be collected from counselling sessions, referrals, and other organisations, always with your consent beforehand. We may contact family and friends in certain circumstances if we can not obtain it from you and inform you as soon as possible.

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✦ AACO will only use your information for referral through consent and for your current need.

Your information will be used for billing, referral, services or if ordered by the legal or court processes. Information may be shared in clinical supervision.

Your information may be used in follow up contact.

✦ If any of the personal or health information you provide is not accurate or complete, or you choose not to provide us with your personal information, it may detrimentally affect the services that we provide or we may be unable to provide you with our services at all.

✦ AACO has secure digital storage of records. No others have access to these records.

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You may request access to any information we hold about you at any time. There may be instances where we cannot grant you access to some of the information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others.