

All persons who participate within **headspace** Warwick will have access to all relevant information while at the same time following up the legal requirements of ensuring confidentiality.

headspace Warwick needs to maintain confidentiality in relation to private and sensitive information in order to create an environment that is respectful of the rights of clients and **headspace** workers.

Under common law, clients have the right to have their confidentiality respected and can pursue legal action including damages for specific breaches of confidentiality.

headspace Warwick workers are required to disclose information about clients relating to:

- mandatory notification of child abuse,
- risk of self-harm,
- possession of firearms,
- serious criminal activity,
- missing persons, and
- reportable diseases.

All **headspace** Warwick clients and workers have the right to strict privacy of personal information, including the determination of, if and when personal information about themselves will be disclosed.

It is the responsibility of **headspace** Warwick workers to work within confidentiality requirements practice underpinned by professional code of practice.

At the first appointment, all clients are to be made aware of their rights to and the limits of confidentiality.

headspace Warwick services will only collect personal and sensitive information relevant to the provision of service.

Personal and sensitive information is only available to those **headspace** Warwick workers who need that information to provide a service for that client.

All client files are stored electronically. Any paper-based notes will be kept in a secure area.

Client information may be provided to Medicare for the purposes of bulk-billing.

Client information may be transferred by mail, facsimile or via email ARGUS - an encrypted electronic transfer program.

headspace Warwick workers have the right to debrief in a professional manner within the **headspace** services, provided the organisation as a whole provides confidentiality.

When client information is required for statistical purposes, it will be de-identified.

When a client is no longer receiving a service from **headspace** Warwick, personal and sensitive information will be stored securely for life.

If **headspace** workers break confidentiality their ability to work within **headspace** Warwick will be reviewed in line with RHealth HRM policy or Service Contractor Agreement.