



privacypolicy

1. Introduction

Anna Louise & Associates respects your privacy, and your right to control the dissemination of information about you and your family. This policy outlines how we collect information from you, what we do with this information and why we collect it.

Anna Louise & Associates are bound by the Privacy Act 1988, and any and all amendments to the Act (Privacy Amendment (Private Sector) Act 2000). Our Privacy Policy is based upon the National Principles for the Fair Handling of Personal Information (Office of the Privacy Commissioner, Australia).

Anna Louise & Associates adheres to the *Australian Association of Social Workers Code of Ethics (2010)*. The copy of the Code of Ethics can be obtained by visiting www.aasw.asn.au

2. Collection of information

2.1. Clients

Due to the nature of Anna Louise & Associates' business we require some information about our clients in order to effectively provide a service to them. The information we collect from you in the process of conducting business includes, but is not limited to, forms, questionnaires, verbal information, school records and medical records. These can include material in hard copy form. If we need to obtain information from a third party source (eg: school, employer, GP), we will first gain your consent and ask you sign a 'release of information' form.

The purpose of gathering and retaining information is to document what happens during sessions. This enables Anna Louise & Associates to provide a relevant and informed service.

2.2. Staff/Sub-Contractors

Information is required from all those who provide services to Anna Louise & Associates. This is required to monitor such things as Occupational Health and Safety, payment of invoices or wages, training and qualifications, etc. In the case of staff some information may be gathered from a third party source (e.g. Medical centre). In instances such as these, we will obtain your consent.

The use of company equipment including email, web-browsing and phone usage (mobile and landline) on Anna Louise & Associates system is passively monitored and this should be noted by all staff. It is expected that staff will only use these facilities for work purposes only.

All staff/Sub-Contractors are required to sign a confidentiality agreement that outlines their roles and responsibility in relation to client's private information.

3. Use and disclosure



Anna Louise & Associates will only use or disclose information about you in ways that are consistent with your expectations or are required in the public interest or by law. This means that we will use the information in order to provide services that you have requested from us, or as necessary in the course of normal business. Some government and law-enforcement agencies can request information from us; we are then legally obliged to disclose this information.

4. Data quality

We will take reasonable steps to ensure that the information we collect about you is accurate when we collect or use it. Similarly we request that if any of your details change you notify us, so we can update our records accordingly.

5. Data security

Anna Louise & Associates acknowledges that security is of paramount concern to you. Anna Louise & Associates stores your personal information in a secure environment to ensure protection from misuse or loss, and from unauthorised access, modification or disclosure.

Anna Louise & Associates takes reasonable steps to preserve the security of personal information in accordance with this Privacy Statement. Client files are held in secure filing cabinets which are accessible only to staff of Anna Louise & Associates.

6. Access and Correction

At any stage clients may request to see the information about them which is kept on file. The relevant staff member will discuss the content of the file with the client if requested. All requests by clients for access to information held about them should be lodged with Anna Maxwell. These requests will be responded to within 14 days and an appointment will be made if necessary for clarification purposes.

Some situations allow us to refuse the release of information to you; for example, if the information affects the privacy of a third party, or may place a child or third party at risk of harm. We will always give a reason for denial of access.

7. Training and Development

Client information will, at times, be discussed in a non-identifying way with professional supervisors utilised by staff of Anna Louise & Associates for the purposes of reflecting on their practice. Also, client information may, at times, be used in a non-identifying manner in the course of training or professional development activities run by Anna Louise & Associates. If you do not wish this to occur, then you are able to indicate this on the 'Consent Form' and this will be placed on your file.

8. Complaints

If you have a concern about the management of your personal information, please contact Anna Maxwell. Upon request, you can obtain a copy of the National Privacy Principles which describe your rights and how your information should be handled. Ultimately, if you wish to lodge a formal complaint about the use of, or access to, your personal information, you may do so with the Office of the Federal Privacy Commissioner on 1300 363 992 or GPO 5218, Sydney, NSW 1042.