

Confidentiality Policy

As a provider of counselling services, it is necessary to lawfully collect and record relevant personal information. This confidentiality policy outlines the confidentiality principles, laws, and codes of practice under which ZAR Wellness operates.

Health information is regarded as one of the most sensitive types of personal information. As a Registered Counsellor with the Australian Counselling Association (ACA), ZAR Wellness is governed by the Code of Ethics and Practice. All correspondence and communication shared with ZAR Wellness in relation to the provision of counselling services is held in the highest regard and is strictly confidential, within Limitations to Confidentiality (refer below).

As part of my professional practice, I am required to keep brief session notes. These notes do not reveal your name and notes are securely stored in compliance with the Commonwealth Privacy Act 1988 and Information Privacy Act 2002.

Also, as part of a counsellor's professional practice requirements, we are required to undertake ongoing professional supervision sessions. My supervisor is also required to maintain confidentiality and any information I may disclose during my supervision sessions, your name will remain private.

Confidentiality is a means of providing the client with safety and privacy and thus protects client autonomy. For this reason, any limitation on the degree of confidentiality is likely to diminish the effectiveness of counselling. Confidentiality extends to client records which must be kept securely – be they maintained as hard copy or by digital processes.

The counselling contract will include any agreement about the level and limits of the confidentiality offered. This agreement can be reviewed and changed by negotiation between the Counsellor and the client. Agreements about confidentiality continue after the client's death unless there are overriding legal or ethical considerations. In cases where the client's safety is in jeopardy any confidentially agreements that may interfere with this safety are to be considered void ('Limits to Confidentiality' below).

Access:

ZAR Wellness will always be open about counselling practices regarding management of personal information. If you require access to your individual counselling records, ZAR Wellness can provide you with this information. You (the client) will need to submit a request in writing and include your reason for requiring this information. You will not be permitted access to the information of any other party, including a partner or child, without their written consent.

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Limits to Confidentiality:

ZAR Wellness is committed to ensuring that everything discussed in session, whether in live chat, email, on the phone or in person, is completely confidential. All services are provided under the protection of the National Privacy Principles as outlined in the Commonwealth Privacy Act 1988. Under the Act, ZAR Wellness is required to provide information and breach confidentiality where:

- it is evident that a crime and/or abuse against a child is being or will be committed;
- it is evident that harm to self or another is being or will be committed,
- it is revealed that a criminal act under the Commonwealth or State law has been or is intended to be committed;
- records are requested by subpoena, Court Order, Search Order;
- information is requested per condition of original service entry (for example: fee for service); or
- information is required to attain referral to another service.

In all instances you will be advised of the request for information before such information is released.

Use and Disclosure:

You have a legal right to expect that any personal or health information held about you will not be disclosed inappropriately to others without your informed consent. Your information will be limited to the purpose for which it is collected, and ZAR Wellness will not use information supplied by you for one purpose for another.

Your permission will be sought for direct marketing communication from ZAR Wellness. In each communication a prominent option will be displayed for you to express your wish not to receive any further direct marketing.

Contact Us

If you have any questions about this privacy policy please contacted ZAR Wellness at m.zarwellness@gmail.com.au

More information about Privacy Law and National Privacy Principles can be found at: www.privacy.gov.au