

Families and Communities Program Confidentiality Notification

FCP Service

As part of providing, you with a quality service, CatholicCare will need to collect and record personal information that is relevant to your current situation. The amount of personal information that you provide is your decision, however this may limit our ability to support you.

Purpose of Collecting and Holding Information

Brief documentation of session content is stored on file, to enable us to provide a relevant and effective service, and to meet our legal requirements.

Counselling clients will have outcome data stored electronically as part of the Feedback Informed Treatment model, with the MyOutcomes database.

Confidentiality

All personal information gathered by CatholicCare staff will be kept confidential and secure, except in the following circumstances:

- A child or young person is being harmed or is at risk of significant harm**.
- You are at risk of being harmed or harming yourself or others.
- The law is going to be, or has been, broken.
- CatholicCare is court ordered to disclose information.
- You provide written or verbal permission to CatholicCare staff to share information with a 3rd party.
- For supervision and education purposes (no identifying information will be shared).
- CatholicCare is subcontracted to ACCESS Employee Assistance Program (EAP), to provide EAP counselling. Any session notes are owned by ACCESS.

Where confidentiality cannot be maintained, CatholicCare staff will take all steps possible to discuss this with you.

CatholicCare is an approved Family Law Counselling Provider. If you are attending Counselling for support around relationship and family breakdown and/or separation, only your counselling notes are protected and not able to be disclosed if subpoenaed from the family law court, as explained below:

- (1) a family counsellor must not disclose a communication made in family counselling unless a disclosure is required or authorised under 10D of the Family Law Act 1975.

Intake assessment, group work booking sheets and correspondence is not protected by these provisions.

**This complies with Chapter 16A Children and Young Persons (Care and Protection) Act 1998 & Part 5A of the Education Act 2006