



Privacy and Confidentiality Policy

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		Approved by Directors on	October 2024
Responsible Person	Principal Counsellor	Review Date	October 2026

Tiqvah Counselling & Wellbeing Services is deeply committed to protecting the privacy and confidentiality of our clients. We recognize that trust is the foundation of the therapeutic relationship, and maintaining the confidentiality of our clients' personal information is essential to fostering that trust.

Privacy and Confidentiality Policy for Tiqvah Counselling & Wellbeing Services

1. Purpose

This policy outlines our practices and principles regarding the collection, use, and protection of client information in alignment with the Australian Counselling Association (ACA) Code of Practice and relevant Australian privacy laws. We strive to create a safe environment where clients can feel secure in sharing their thoughts and feelings, knowing that their information will be treated with the utmost respect and care.

Our commitment to confidentiality includes clear communication about the limits of privacy, ensuring informed consent, and implementing robust security measures for the handling of client data. By adhering to these principles, Tiqvah Counselling & Wellbeing Services aims to provide a professional and supportive space for all clients.

If you have any questions or concerns regarding our Privacy and Confidentiality Policy, please do not hesitate to reach out.

2. Scope

This policy applies to all staff, volunteers, and contractors associated with Tiqvah Counselling & Wellbeing Services. It covers all client interactions, records, and communications.

3. Principles of Privacy and Confidentiality

Respect for Client Privacy: We are committed to respecting our clients' rights to privacy and confidentiality. All client information will be treated with the utmost care.

Informed Consent: Clients will be informed about the limits of confidentiality, the use of their information, and will provide written consent before any information is shared.

4. Legal and Ethical Framework

Adherence to the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Compliance with the ACA Code of Practice, which emphasizes the importance of client confidentiality in counselling practices.

5. Confidentiality Practices

Client Records: All client information, including notes, assessments, and correspondence, will be stored securely. Access to these records is restricted to authorized personnel only.

Secure Communication: We will use secure methods for communication (e.g., encrypted emails, secure online platforms) to protect client information.

Physical and Digital Security: Measures will be taken to ensure the physical and digital security of client records, including locked filing cabinets and password-protected electronic files.

6. Limitations of Confidentiality

While we strive to maintain confidentiality, there are specific circumstances where disclosure may be required.

Risk of Harm: If there is a risk of serious harm to the client or others, we may be obligated to disclose information to appropriate authorities.

Mandatory Reporting: In cases of suspected child abuse or neglect, we are required by law to report to relevant authorities.

Court Orders: If ordered by a court, we may need to disclose information as required by law.

7. Client Rights

Clients have the right to:

- Be informed about how their personal information will be used and stored.
- Access their own records and request corrections if necessary.
- Withdraw consent for the use of their information at any time, subject to legal limitations.

8. Breach of Confidentiality

In the event of a breach of confidentiality:

- We will investigate the breach promptly.
- Affected clients will be notified, and appropriate measures will be taken to rectify the situation.
- Steps will be implemented to prevent future breaches.

9. Training and Awareness

All staff will receive training on privacy and confidentiality practices to ensure compliance with this policy and the ACA Code of Practice. Regular reviews will be conducted to update staff on changes to relevant laws and best practices.

10. Review of Policy

This policy will be reviewed annually or as necessary to ensure compliance with legislation and best practices in the field of counseling.

11. Contact Information

For any questions or concerns regarding this policy, clients can contact Tiqvah Counselling & Wellbeing Services on telephone number 0457 569 739 or email:

info@tiqvahservices.com.