



Privacy and Confidentiality Policy

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Present Minds Counselling respects your privacy and is committed to protecting the personal and health information you provide when accessing counselling services.

Privacy Framework

Present Minds Counselling manages personal and health information in accordance with applicable privacy and health records legislation, including the *Health Records (Privacy and Access) Act 1997 (ACT)* and the *Privacy Act 1988 (Cth)*, including the Australian Privacy Principles.

As an Accredited Mental Health Social Worker, Nora Chan also practises in accordance with relevant Australian Association of Social Workers (AASW) ethical and professional standards.

Information We Collect

Present Minds Counselling collects personal and health information reasonably necessary to provide and manage counselling services. This may include:

- your name, contact details and other identifying information
- referral, Medicare and relevant health information
- information you provide during counselling
- clinical notes and information relevant to your care
- appointment, billing and payment information
- relevant correspondence with you or other health professionals

Information is usually collected directly from you through intake forms, appointments and communication with the practice. Information may also be received from referring practitioners or other services involved in your care, where appropriate.

If information necessary to provide counselling is not provided, this may limit the services Present Minds Counselling is able to offer.

How Your Information Is Used

Personal and health information may be collected, held and used to:

- provide, plan and document your counselling care
- communicate with you and manage appointments
- process payments, Medicare claims and other relevant billing or rebate arrangements
- communicate with referring or treating professionals with your consent, or where otherwise permitted by law

- meet professional, administrative and legal obligations

Clinical records are maintained to support continuity of care, professional accountability, and safe and ethical practice.

Storage and Security

Client records are stored electronically using Halaxy practice management software. Australian practice data held by Halaxy is stored in Australia and protected using security and encryption measures.

Present Minds Counselling takes reasonable steps to protect personal and health information from loss, misuse, interference, and unauthorised access, modification, or disclosure.

Third-party service providers may be used to support functions such as practice management, communications, telehealth and payment processing. Where personal information is disclosed to an overseas recipient, Present Minds Counselling will manage this in accordance with applicable privacy requirements.

Confidentiality and Disclosure

Information shared during counselling is treated as confidential.

Personal and health information will generally only be used or disclosed for the purpose for which it was collected, with your consent, or where otherwise permitted or required by law. This may include circumstances involving a serious risk to your safety or another person's safety, concerns about the safety of a child or vulnerable person, or where information is required through a lawful process.

Where possible and appropriate, any necessary disclosure will be discussed with you.

Accessing or Correcting Your Information

You may request access to personal information held about you or ask for information you believe is inaccurate, incomplete, or out of date to be corrected.

Requests should be made in writing to hello@presentminds.com.au and will be handled in accordance with applicable privacy and health records legislation.

Privacy Concerns and Complaints

If you have a question or concern about how your personal or health information has been handled, please contact Nora Chan at hello@presentminds.com.au.

Privacy concerns will be reviewed and responded to within a reasonable timeframe. Where appropriate, steps will be taken to address or resolve the concern.

If you are not satisfied with the response, you may also contact the Office of the Australian Information Commissioner (OAIC) or another relevant privacy regulator.