



4MNBZ

1BSPGOOFSPTUBO TFMMOHTDNWNFOUUPQWDBHBIHIMFWFMPGSGPNDIFOUTDMFTFOTDHBHIMFWFMPG
BUDFPOGFBOSPOBMOGPNBUPOKIBWFPOPSDESFWFHIFWBDGMFOUTBTBONDSBOUBSPG
PDPGSSBOE TFFUPBNQIBMMFMFNFOUTPGUIFVUSMBO1S/BDSOFTZUB1BUFDPO1SDMTBT
KMMBTPTJYUOHPCMHBUPOTPGBOGEOUBMUDMDHUIF&SEPGRIDBOBOUIFVUSMBO
1TDMPHBM4PDUZ4BOI3"

EWBMDYQBDOTIPKBUOOFSTUBO TFMMOHIBOMFESPOBMOGPNBUPODDMDHUIFDMMFDO
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QWEVXIGFFEBNSBEBDNQBDU:PSPOBMOGPNBUPOJTBMBWBMBCMFTIPMPERSUPNBE
BOBNFOBFOUT

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VFBOEMPTFE

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BOTFMMOHDMMFDOHNBOUBDOHVHOBODMPTOHESPOBMOGPNBUPOBCPVZBOBWEZPSZ
BOPUIFSSPODBBODXUIFSDUBUFNFOUTOUIFGPNBOBJTSDMD GPSIFTSVDTK
QWEUPZV

8FUBETFBVMZIFUSUPZMBEODVBOBUBMMUNFTXMMNBEFWFSGGSPUPFOTBUIBUPZESPOBM
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8FWBMZPNNFOUTBOBOPOTGZBWFRFTUPOTPSREGVIFSGPNBUPOBCPVPS/BMD
MFBTFEOPUIFTWBUFUPBTBBOUBUSSMDF3BDFMBUPSSMDFDOFSIPTUDOTFMMOHBNB

\$MMFDPOPG:PS\$POBMOGPNBUPO

3HURQO6HWYH,OPWRQ

1F\$POBMOGPNBUPOSGFSUPOGPNBUPOPBOPOPOKUIFS\$PSPUBOKUIFS\$BDBNBUFBMGNPS
OPUBCPVBOODVBMKTFEOWWZBBSOUPBOSBTPOBCMZFBTDSBDFGSNUIFOGPNBUPOPBOPO

4FOTWWF OGPNBUPO J B TCTFU PG ESPOBMOGPNBUPO BOODMETZVFBMUIOGPNBUPO BT XMM BT OGPNBUPO
ESBDOH UP BDM PSUIODPSO QMUBM POPOT PSNCF\$OG B QMUBM PSBOTBUPO SMHPV CFMFG PS
BGGMBUPOT NFNCFS\$OG B BGFTTPOBM PSJBE BTTBUPO TFYEM SGFBOBT PS NOBM S\$FOTWWF
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00PSUWJUGPBTFTTPOZMMCFBTEBPTHOB *WIFOUTFOUGPNSBOBPSWESBDESPOBM*
OGPNBUPOGPN\$IFOTFGVQWDBHTFSWUPZDMZE

- i. i i
- ii. i i
- iii. i
- iv. i i i .
- i ii i i .
- i i ii i i .
- i i i i .



8P2P20P12P2010V4C2P1R7/B20122P20P20202Q2R2020220B2020210B20P21P22P/22P/22P/22P22
10P220P2P20P2
02P/10B1P1P1V/B1P1P2

Efa dSYWaXkagd BWba` S^;` Xad_ Sfja`

I Wi [^fS] WS^d\Sea` ST WefWbe`fa`W egdWfZSfKagdbWba` S^` Xad_ Sfja` [e`efadW`eWUgdMk`S` V`[e`bcafwUFW`Xb_` _ [egeWS` V`^aee`Xb_`g` SgfZad[eW`SUUWet`_`av[XUSfja` `adV[eU`aegdV

I Wi [^] Ww`kagdbWba` S^` Xad_ Sfja` XadSe`a` Y`Se`f[e`dWc`g[dW`fa`bdah[VWkag`i` [fZ`fZWeWh[UW`e`kag`dWc`gWefW` S` V`fa`Ua_`b`k`i` [fZ`WV`S^`dWc`g[dW` W`feZ

;Xi W`a`a` YWdWc`g[dWkagdbWba` S^` Xad_ Sfja` XadS` k`bgbaeW`[`UgV`[`Y`WV`S^`bgbaeW`e`i` Wi [^fS] Wd\Sea` ST WefWbe`fa`eWUgdMk`V`Vefak`adVWZ[VW`fX`kagdbWba` S^` Xad_ Sfja` z`

;f[e`kagdbWba` e`T`[f`k`fa`SVh[eWge`eZag`V`WfZWdkagdbWba`fZ`e`f`g`Sfja` `adkagdbWba` S^`VWS`[e`UZS` YWea`fZSf`kagdbWad`[e`] Vb`f`gb`fa`VSfV

I WfS] WS^d\Sea` ST WefWbe`fa`fS] WUSdWaXS^`VSfS`[` `agdUSdV` ;`fZWg` Wj`bWUFW`U`[dJg`_`efS` UWfZSf`fZW`e`Zag`V` TWS` k`VSfS`T`d\SUZ`i` Wi`ag`V`fS] WS^efWbe`dWc`g[dW`Tk`Si`z`FZW`ad`W`i` Wi [^] `fZWUSeWaXS`VSfS`[` Xad_ Sfja` ` T`d\SUZ`Ua` f`SUF`fZ`WA`X[UW`a`XfZ`W3`gef`S`[S` `;` Xad_ Sfja` `5`a`_`_` [ee`[a` Wd`/A`3;`5`fIS` V`kagdbW`Se`eaa` `Se`bcd`SUf`UST`Wfa` [` Xad_`kag`a`XfZW` SfgdW`a`XfZW`T`d\SUZ`z`

GeSYWaXkagd BWba` S^;` Xad_ Sfja`

BWba` S^` Xad_ Sfja` [e`geW`fa`

- [z Ua` fSUF`kag`STag`f`kagdb`Sbba`[` f`_`W`fadS` k`afZWd`_`SffWd`[` dWSfja` `fa`fZWeWh[UW`bdah[VW`fa`kag-
- [z Ua` fSUF`kagdb` Wj`fa`X`[` `ad`9`B`[` `S` `W` Wd`W`Uk-
- [z T`Wf`Wd`g` V`Wef`S` V`kagdbWba`fZ`Z`efack`S` V`fZge`W`egdWkagdbWba`fZ` W`f`[e`a`XfZWZ`[`Y`Z`Wef`cg`S`f`k-
- [hZ V`[e`Ugee`kagdb`USeWi` [fZ`afZW`b`cd`SUf`fja` `W`e`S` V`!`ad`_` W`[US`^`b`ca`X`W`e`[a` `S`e`[X`kag`Z`ShW`Ua` `eW`fW`fa`fZ`[e-
- hZ d`W`e`S`d`J`b`g`b`a`e`W`e`[X`kag`Z`ShW`Ua` `eW`fW`fa`fZ`[e`[` i` Z`[UZ`USe`W`kagdb`Wba` S^` Xad_ Sfja` `i` [^`TW` R`V`Z`VW`f`X`W`i`fZ`Sf`[e`S` a` k`_`age`l`g` `W`e`kag`SVh[eWge`afZWd` [eW
- hZ S`^`a` `kag`fa`bg`d`J`Z`Se`W`b`c`a`V`g`U`f`e`S` V`e`Wh[UW`e-
- h[Z S` ei` Wd`kagdbW`cg`[d`W`e`S` V`d`W`e`a`h`W`Ua`_`b`S`[` feZ

5`dW`[f`USd`[` Xad_ Sfja` [e`geW`a` `k`X`adbSk`_`W`f`b`c`a`U`W`e`[` Y`S` V`X`S`g`V`b`d`W`h`W`f`ja` `z`F`Z`[e`[` Xad_ Sfja` [e` `af`geW`X`ad` afZW`b`g`b`a`e`W`e`S` V` `af`d`W`S`[` W`Tk`geZ`

B`W`S`e`W`afWfZ`Sf`i` Wi [^ W`h`W`d`e`W`a`d`W`f`ad`M`S`e`W`kagdb`[` Xad_ Sfja` `fa`S` ka` W`Z`[` WfS] W`b`d`h`S`U`k`e`W`[`age`k`S` V`d`W`e`b`W`f` kagdb`Y`Z`feZ

3`a` k`_`age` VSfS`_`Sk`TWS`Y`d`W`S`f`W` Xad`d`W`b`ad`f` Y`U`W`f`ef`S`[e`f`[e`[`S`V`fa`[`_`b`c`a`h`W`ag`d`U`g`e`f`a`_`W`d`e`g`b`b`a`d`z` ;`X`kag` Ua_`b`W`W`S`c`g`W`e`f`a` `S`[d`W`kag`_`Sk`Va`fZ`[e`S` a` k`_`age`k`S` V`kag`i` [^`Z`ShWS` `ab`f`ja` `fa`bdah[VW`kagdb` S`_`W`[X`kag` Z`ShW`c`g`W`e`f`ja` `e`ad`S`d`W`e`W`[` Y`X`g`d`Z`W`i`[` Xad_ Sfja` z`

EZSq` Y`kagdbWba` S^;` Xad_ Sfja`

I WfS] WeW`[age`k`fZ`W`f`c`g`e`f`kag`b`SUW`[`ge`S` V`a` ` `a`SUUag` f`i` [^i` WeZ`S`d`W`kagdb`Wba` S^` Xad_ Sfja` `i` [fZ`S` k`fZ`[d` b`S`d`k`i` [fZ`ag`f`kagdb`Wd` [ee`[a` `g` `W`e`d`W`c`g`[d`W`Tk`Si` `W`Xad`J`W` W`f`S`Uf`ja` `adeg`T`b`a`W`S`z`8`ad`W`j`S`_`b`W`i` W`_`Sk`T`W` d`W`c`g`[d`W`fa`bdah[VW`kagdb`Wba` S^` Xad_ Sfja` `fa`fZ`WS`b`b`a`[` f`W`U`S`e`W`_`S` SY`W`e`a`X`[` eg`d`S` U`W`Ua`_`b`S` [W`e`_`S` SY`[` Y` kagdb`i` ad` W`e`Ua`_`b`W`e`S`f`ja` `U`S`e`W`ad`fZ`[d` b`S`d`k`i`U`S`e`W`[` fZ`W`f`d`W`S`f`_`W`fa`X`kagdb`[` g`k`ad`[^`W`e`z

BWba` S^` Xad_ Sfja` `Sk`T`W`W`[e`U`a`e`W`fa`S` ka` Wfa`i` Za`_`kag`Z`ShW`Y`[h`W`i` d`f`f`W`S` V`e`Y`[` W`Ua` `eW`f`fa`Z`ShW` SUU`W`e`fa`fZ`[e`[` Xad_ Sfja` `W`Y`Z`S`e`a`[U`[f`ad`SUUag` fS` f`ad`S`b`W`e`a` `i` Za`Z`S`e`S`gf`Z`ad`f`k`fa`S`Uf`Se`kagdb`S`f`ad` W`k`f`Z`fZ`[e` Uag`V`S`e`a`[` U`g`V`W`d`W`W`W`e`[`S` k`X`S`U`[S`^`eff`g`[a` ` `a`_`[` S`f`W`Tk`kag`/`Xad`W`j`S`_`b`W`[` S`V`[d`W`U`f`V`W`[`f`f`i`ad`S` ka` W`W`W`e`W`



kag'dM'gVeff'g`Wae'VeU^aegdW[e``af'bWd_ [ffW'Tk`Si`z

Accessing your Personal Information

If you have completed a consent form at this clinic you can request access to your personal information at any time by asking for a copy which will usually be supplied to you within ten working days depending on the nature of the request. In any event, all requests will be satisfied within 30 days. If you believe that any information is incorrect or outdated, you may ask for a correction to be made. There is no fee for requesting access to your information.

In a very few cases we may be unable to give you access to certain information for example where

- i. we no longer hold or use the information;
- ii. providing access would have an unreasonable impact on the privacy of others;
- iii. the request is vexatious;
- iv. providing access would be unlawful;
- v. the information relates to existing or anticipated legal proceedings;
- vi. providing access would prejudice or be likely to prejudice the prevention, detection, investigation and prosecution of unlawful activity;
- vii. disclosure would pose a threat to the life or health of any individual.

If your request is refused, we will tell you the reason why. If we are not required to provide you with access to the information requested, we will consider, if reasonable, whether the use of a mutually agreed intermediary would allow sufficient access to meet our mutual needs.

Correcting your Personal Information

We strive to keep your personal information accurate, however, it is your responsibility to notify InnerMost Counselling when your details change. If you believe any information held about you is inaccurate, incomplete or out-of-date, you may ask to be provided with a copy of your information to view and following your authorisation your information will be corrected.

To protect your privacy and security, you may be asked to verify your identity before being granted access to your data. In some cases you may ask to put your request in writing.

Making a Complaint

You can ask at any time if you have any questions or concerns about this policy or about how your personal information has been handled.

We value your comments and opinions and will try to answer any questions, correct any errors or resolve any complaint that you may have about how your information is handled.

Once you have contacted us in relation to your concerns, if you are not happy with our response, or if you do not feel your complaint has been resolved, you are able to seek advice from the Office of the Australian Information Commissioner by calling 1300 363 992.

If you want to make a complaint in NSW about a health related service you can contact the NSW Health Care Complaints Commission by calling the toll free number 1800 043 159; emailing hccc@hccc.nsw.gov.au: