



QPASTT

Queensland program of assistance
to survivors of torture and trauma

QPASTT CONFIDENTIALITY POLICY

Purpose of this Policy

This policy

- Protects clients
- Fosters the therapeutic relationship

Principles

Client confidentiality is considered to be a vital factor in establishing a therapeutic relationship and in the provision of a professional service. The service environment needs to be one where clients can trust that they and any information they choose to disclose will be respected by their Counsellor and the service.

Policy

All staff, management committee members, volunteers and others who spend time in the agency are required to sign the QPASTT Confidentiality Agreement.

QPASTT confidentiality is at an agency level. This means that a Counsellor may, if necessary, consult with a Supervisor or another Counsellor within QPASTT about a client situation. However, client information remains strictly confidential within QPASTT.

The client is entitled to confidentiality and privacy, unless there is a risk to the safety of the client or others, or QPASTT is required by law to disclose a client's personal information.

Client files are made for the use of the Counsellor and the client. If necessary, other counselling staff may access the client's file. No other staff, volunteer or committee member will have access to client files.

Clients may request access to information contained on their file and/or a letter or report based on information in the file. However, where a file is a family file, all people must give permission for one of the people to access information on the file. Other people/services may not access information on a client file unless client permission is obtained in writing for the release of that information; any information provided to either the client or an outside agency must be cleared by either the Director or the Manager, Clinical Services.

In situations where a (potential) client is known to a QPASTT Counsellor personally or through the staff member's involvement in a community group the Counsellor concerned will:

- o acknowledge to the client that they work for QPASTT and that they are aware the client may attend/attends QPASTT and that this information is entirely confidential
- o not disclose any information about the client to QPASTT unless at the express wish of the client or if there is a risk to the safety of the client or others

QPASTT Main Office

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- not be allocated the known client, and not be involved in case discussions either formally or informally
- not have access to the client's file
- make the community group and any relevant individuals also involved with the (potential) client aware of this confidentiality policy.

The Counsellor who is allocated the client will also ensure that the client is fully aware of this policy.

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QPASTT is the Queensland representative of the Forum of Australian Services to Survivors of Torture and Trauma.

www.qpastt.org.au