Caring For Families
info@caringforfamilies.com.au
Suite 302, 116-118 Christie Street, St Leonards NSW 2065
www.caringforfamilies.com.au

PRIVACY POLICY

Caring for Families | Updated 5 November 2026

1. Our commitment to privacy

Caring for Families (we, us, our) provides psychology and related services in New South Wales. We recognise that psychological and health information is sensitive and handle personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs) and, where applicable, the Health Records and Information Privacy Act 2002 (NSW) and its Health Privacy Principles.

This policy explains what information we collect and why, how we protect and disclose it, and how you can ask to access or correct your information or make a complaint. Our clinical informed-consent documents provide additional information about confidentiality in treatment.

2. Information we collect

Depending on your interaction with us, we may collect your name, date of birth, contact and emergency-contact details, relevant family or caregiver information, referral details, Medicare or funding details, appointment and billing information, and communications with the practice.

For clinical services, we may collect sensitive information including medical and mental-health history, developmental and family history, medication information, referral letters, assessment responses and scores, diagnostic opinions, clinical observations, treatment plans, progress notes, reports and relevant risk or safety information.

We may also collect relevant information about parents, guardians and other people involved in a client's care. Website visits may generate limited technical data such as device, browser, IP address and website-usage information, depending on the technologies used. We only seek information reasonably necessary for our functions or otherwise permitted by law.

3. How information is collected

We usually collect information directly from you or, for a child or person receiving support, from an authorised parent, guardian or representative as appropriate. Information may be collected through enquiry and intake forms, appointments, telephone, email, telehealth, assessments and correspondence.

Where appropriate and permitted, we may also obtain information from referring practitioners, schools, hospitals, family members, carers, insurers, funding bodies or other professionals. We obtain consent when required and will generally explain when and why third-party information is sought.

You may enquire without identifying yourself where practicable, but identity and relevant clinical details are generally necessary to safely provide psychological services.

4. Why we use personal information

We use personal and health information to assess suitability for services; respond to enquiries; register clients; arrange appointments; undertake psychological assessment, diagnosis, therapy and care coordination; prepare referrals and reports; manage clinical safety and professional obligations; process payments and eligible rebates; maintain records; and respond to lawful requests or complaints.

We may use appropriately de-identified information for service review, quality improvement and administration. We do not treat a general website enquiry as consent to receive unrelated marketing or to disclose clinical information for advertising.

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5. Confidentiality and disclosure

Clinical information is confidential, subject to the law and professional obligations. We limit access to authorised people who need information for legitimate clinical, administrative, technical or legal reasons. This may include treating clinicians, appropriately supervised staff, secure technology providers and professional advisers subject to suitable confidentiality arrangements.

With appropriate consent or other lawful authority, relevant information may be shared with referring doctors, other treating professionals, schools, support services, insurers or funding agencies. We may also disclose information when required or authorised by law, including in response to valid legal process, mandatory reporting requirements or serious threats to health or safety where the legal conditions are met.

We assess each proposed disclosure, including a subpoena, rather than assuming that all requested clinical information may automatically be released. We do not sell identifiable clinical records or disclose them for third-party advertising.

6. Children, adolescents and families

For children and adolescents, decisions about consent, access and disclosure take account of the young person's capacity, age, safety, professional obligations and relevant law, including the authority of parents or guardians where applicable. A parent or guardian does not necessarily have unrestricted access to every aspect of an adolescent's confidential therapeutic communications.

Where family members or separated parents are involved, we consider the applicable legal authority, the purpose of the requested information and the rights and wellbeing of the client before disclosing records. Confidentiality arrangements and their limits are discussed during intake and as treatment progresses.

7. Storage, security and retention

We take reasonable physical, administrative and technical steps to protect information against misuse, interference, loss and unauthorised access, modification or disclosure. These measures may include access restrictions, secure record systems, staff confidentiality obligations and appropriate handling of paper and electronic records.

Under NSW law, private health service providers generally retain adult health information for at least seven years from the last provision of a health service, and information collected when a person was under 18 until they turn 25. Longer retention may be required where another legal, clinical or professional obligation applies. Records are securely destroyed or de-identified when eligible and appropriate, with disposal or transfer records kept as required.

Email and ordinary website contact forms may involve security risks. Please avoid including extensive sensitive clinical details in a general enquiry.

8. Third-party services and overseas disclosure

We may use third-party providers for practice management, telehealth, website hosting, email, secure data storage or payment processing. Where personal information is shared with a service provider, we seek to limit that sharing to what is necessary and apply applicable privacy safeguards.

Some service providers may process or permit access to personal information outside Australia. Before making overseas disclosures, we take steps required by applicable privacy law, including APP 8 where relevant. Details of likely overseas recipient countries, where practicable to identify, are available by contacting our Practice Privacy Contact.

9. Website cookies, analytics and marketing

Our website may use essential cookies and, if enabled, analytics technologies that help us understand website performance. The technologies in use, the information they collect and any choices offered to visitors should be described accurately in the website's cookie settings or notices.

We will not use sensitive health information for direct marketing without the consent and other legal requirements that apply. Any targeted advertising or retargeting technology must be specifically assessed before use, particularly where it could reveal a visitor's interest in mental-health services. You may adjust browser cookie settings, although disabling essential cookies may affect site operation.

10. Access to and correction of records

You may ask to access the personal information we hold about you or request correction of information you believe is inaccurate, out of date, incomplete, irrelevant or misleading. Please contact the Practice Privacy Contact using the details below. We may need to verify your identity and clarify the scope of your request.

We respond within a reasonable period and explain any lawful refusal, available alternatives and how to complain. We do not charge for making an access request; a reasonable fee may apply to providing access where permitted by law, and any proposed fee will be explained beforehand. Requests involving children or third-party information are considered under applicable law and clinical confidentiality obligations.

11. Privacy complaints

If you have a privacy concern, contact our Practice Privacy Contact by email or post, explaining the issue and your preferred outcome. We will acknowledge and investigate the concern and aim to respond within 30 days, or explain if more time is needed.

If you are dissatisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au. For NSW health information privacy issues, you may also seek guidance from the Information and Privacy Commission NSW at www.ipc.nsw.gov.au.

12. Data breaches

We investigate suspected privacy or security incidents, take steps to contain and address them, and assess whether notification is required. Where an eligible data breach is likely to cause serious harm, we will notify affected individuals and the OAIC as required under the Notifiable Data Breaches scheme.

13. External links, changes and contact

Our website may link to external services whose privacy practices are not controlled by Caring for Families. Please review those providers' notices. We may amend this policy when our services, technologies or legal obligations change; the updated date will appear above.

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