

Privacy & Confidentiality

Confidentiality & Record Keeping

The information that you share with Elevate Counselling will remain confidential. This means that we must protect your privacy and not share information about you with others. This applies whether the information is given to us verbally or in written form and extends to the fact that you have attended or are going to attend counselling sessions with Elevate Counselling.

Elevate Counselling has a legal obligation to protect this information, by ensuring the following:

- That all paper records are kept in a secure filing cabinet to which nobody else has access
- All electronic records are securely stored on Powerdiary, within their secure data centres located in Australia. Access is strictly restricted to practitioner and client
- Elevate Counselling will keep your counselling records for at least seven (7) years, and in some cases, may be required by law to retain records for a longer period.

Limitations Of Confidentiality

It is important that you understand that there are certain circumstances under which Elevate Counselling will share information about you or about the context and content within your counselling sessions. These circumstances include:

- Where you have explicitly given me permission to share information, such as informing your emergency contact of an emergency situation or when you have signed your permission for a referral.
- Where I consider you to be at risk of harming yourself or someone else.
- Where I consider a child to be at risk.
- In some cases where a significant crime may be or has been committed.
- Where your counselling records, or part thereof, have been requested by a court of law.

At times, I may also discuss aspects of our work together within professional supervision. This is an important part of ensuring Elevate Counselling practitioners maintain professional responsibilities. Elevate Counselling practitioners will not provide information that could identify you in the course of these discussions.

Privacy & Confidentiality Agreement

Before we commence counselling, please sign this Privacy & Confidentiality Agreement, to indicate your understanding and acknowledgement of the information above. If you have any questions or concerns about privacy or confidentiality (including limitations to confidentiality), please contact me.

Client Signature:

Date: ____ / ____ / ____.