



All BCBM employees are legally and ethically obliged to keep your personal and sensitive information private and secure. Sometimes, this information needs to be discussed with other people directly involved in providing your services to make sure you get the best care. Only authorised persons will be out to access your information and those you give explicit written consent to. E.g. your child's school or health professionals

How does the BCBM protect my information?

BCBM personnel are required by law to keep your information confidential and secure. We maintain strict policy and procedures regarding access to your personal information. All our staff are bound by formal codes of conduct about confidentiality of your information. We educate and monitor staff to ensure information is handled correctly and with respect and care.

Your file, including your personal information is destroyed by secure means and in accordance with the law and the requirements of our funding agreements. We do not disclose

your personal information to overseas recipients or any other persons without your explicit consent. Your personal information is managed in accordance to the Australian Counselling Association Code of Conduct (theaca.net.au)

Who might have access to my information?

Sometimes your information will need to be discussed with other personnel directly involved in providing services to you to make sure you can get the best care

There may be times when we need to release your information as required by law, such as the serious and imminent threat to life, health, safety or welfare danger of abuse of child/young persons or pursuant to some types of court orders

This will always be discussed with you prior to the information being released.

How can I see the information collected about me?

You have the right to access your personal file held at BCBM. Please ask to see your file or for

a copy to be made

How can I change my information if I think it is wrong?

If there is information in your record that is factually incorrect, you have the right to requesting amendment be added to your record. Please ask your counsellor to add a note to your file to reflect this change.

What should I do if I had concerns about the way my information is been handled?

If you have any questions regarding your client record, please speak to your counsellor. If you wish to make privacy complaint, please contact your counsellor.

What information does the CDM collect about me?

When you access the services provided by the BCBM, a record is then made containing information such as your name, contact details advice we give, and of information relevant to the service provided you. Information may be stored electronically or on a paper file.





Why is the information collected and how is it used?

This information helps BCBM provide you with the most appropriate care and support. It is only used by those involved in providing services to ensure they have all the facts and able to help you in the best possible way. Some information is used to help plan our services, for reporting purposes and for quality improvement. This information may also be used in peer supervision and training settings. This information is de-identified and contains no personal information. Please discuss with your counsellor if you have

Anonymity

As a client of the BCBM you have the right to choose to remain anonymous. If you choose not to disclose your identity, the level or type a service that we can offer may be limited. We will discuss this further if a need for total anonymity is required due to safety and security issues.

Bobbi is a Behaviour Therapist and Family Counsellor with over 25 years of experience working with children, young people and families. Bobbi enjoys working in a practical way to support families to be the best they can be and achieve the outcomes they are looking for.

Bobbi is a registered member of the Australian Counselling Association and the Australian Register of Counsellors and Psychotherapists (4923)

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