

What Information We Collect

To provide safe and effective mental health care, Ember & Oak Therapy may collect personal information including:

- Your name, date of birth and contact details
- Emergency contact information
- Medicare details (where applicable)
- GP and other healthcare provider information
- Mental and physical health history
- Referral information
- Session notes and clinical records
- Payment and billing information
- Any other information relevant to your care

Where possible, personal information is collected directly from you. With your consent, information may also be obtained from your referring practitioner or other healthcare providers involved in your care.

Why We Collect Your Information

Your information is collected to:

- Provide counselling and mental health services
- Assess your needs and develop treatment plans
- Communicate with you regarding appointments
- Process payments and Medicare claims
- Meet legal, ethical and professional obligations
- Communicate with your GP or other healthcare providers where you have provided consent or where required by law

How Your Information Is Stored

Your personal information is stored securely using electronic practice management systems and/or secure paper records.

Reasonable steps are taken to protect your information from loss, misuse, unauthorised access, modification or disclosure.

Clinical records are retained in accordance with applicable legal and professional requirements before being securely destroyed.



At Ember & Oak Therapy, your privacy is important. This Privacy Policy explains how your personal information is collected, used, stored and disclosed in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Who We May Share Your Information With

Your personal information will remain confidential unless:

- You provide consent for information to be shared.
- Disclosure is required or authorised by law.
- There is concern about serious risk to your safety or the safety of another person.
- Information is required by a court or subpoena.
- Information is shared with other healthcare providers involved in your care with your consent.
- Information is discussed during professional supervision or consultation.

Wherever possible, identifying information is removed.

Access to Your Information

You may request access to your personal information or ask for corrections if you believe information is inaccurate, incomplete or out of date.

Requests should be made in writing.

In some circumstances, access may be refused where permitted under Australian law. If this occurs, you will be provided with an explanation.

Website and Electronic Communication

If you contact Ember & Oak Therapy through the website, email or online forms, the information you provide will only be used for responding to your enquiry or providing services.

Please note that email communication is not completely secure. While reasonable precautions are taken, electronic communication carries some inherent privacy risks.

Cookies

The Ember & Oak Therapy website may use cookies or website analytics to improve user experience and understand website usage. No personally identifiable information is collected through cookies without your knowledge.

Complaints

If you believe your privacy has been breached, please contact Ember & Oak Therapy. Every effort will be made to investigate and resolve your concerns promptly. If you are not satisfied with the outcome, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC). We encourage you to contact Ember & Oak Therapy first so we can attempt to resolve your concerns before lodging an external complaint.

Changes to this Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in legislation or practice procedures. The most current version will always be available on the Ember & Oak Therapy website.

Third-Party Service Providers

Ember & Oak Therapy uses trusted third-party service providers, such as secure practice management and payment processing platforms, to assist in delivering services. These providers are required to maintain appropriate security measures and handle personal information in accordance with applicable privacy laws.

Contact Ember & Oak Therapy

Amy Inglis
Accredited Mental Health Social Worker
Phone: 0494 788 683
Email: hello@emberandoaktherapy.com.au
Website: www.emberandoaktherapy.com.au