Collection and Use of Personal Information

headspace Wagga Wagga collects personal and health information so we can provide high-quality mental-health care and meet legal and funding requirements. We respect your privacy and handle all personal information in line with Australian privacy laws and the headspace privacy policy.

How We Collect and Use Your Information

We collect only what is needed for your care and for running the service. Information may be used for:

- **Assessment, care planning and supervision**- to assess, diagnose, treat, and plan your healthcare. Relevant details may be shared in clinical case reviews, team meetings, and professional supervision to ensure safe, consistent, and high-quality care.
- **Continuity of care**- sharing relevant details with another headspace worker if your regular worker is away, or with external treating doctors/specialists if you consent or if required for ongoing care.
- **Administration and quality**- billing, Medicare requirements, service planning, funding monitoring, complaints handling, accreditation, and audits.
- **Research**- approved research projects, but only if you agree to take part. We will only use deidentified information where possible.
- **Legal compliance**- when required by law, such as disease notification or court orders.

When Information May Be Shared Without Consent

We keep your information private unless we believe it's necessary to protect you or others, or if required by law. This includes situations where:

- You are being seriously hurt by someone else.
- You are thinking of seriously harming yourself.
- Someone else is being, or is likely to be, seriously hurt by you or another person.
- We have reasonable concerns that a child (under 16) is at risk of sexual, physical, or emotional abuse, or neglect.
- A serious crime has been committed.
- A legal order (such as a subpoena or court order) requires us to share information.

Whenever possible, we will talk with you first.

How We Protect Your Personal Information

- **Secure storage** -All electronic records are stored in headspace Wagga Wagga's Electronic Medical Records (EMR) system, which uses password protection, role-based access, and regular security audits.
- **Staff confidentiality** -All workers sign confidentiality agreements and receive privacy training.
- **Limited access**- Only staff involved in your care or authorised administration can see your record.
- **Regular review** - We follow national privacy standards and review our practices to keep information safe.

AI Scribe (Secure Voice-to-Text)

headspace Wagga Wagga uses an AI scribe to help clinicians create accurate notes during sessions.

- No recordings are stored outside our EMR.
- Your clinician reviews and approves every note before it becomes part of your record.
- You can request at any time that the AI scribe not be used. Saying no will not affect your care.

Your Rights

You can:

- Access and request corrections to your personal information.
- Ask questions or make a privacy complaint.