

RHealth Ltd oversees the management and operations of headspace Warwick. RHealth's purpose is to support the health and wellbeing of communities. To successfully deliver on that purpose, including through the delivery of services like headspace, RHealth and its headspace personnel need to access and use personal information to support the safety and quality of the services provided to consumers and the associated engagement and liaison with other service providers.

RHealth and its headspace Centres are committed to dealing with personal information acquired during its operations and activities in accordance with relevant legislation.

RHealth is subject to the [Privacy Act 1988 \(Cth\)](#). The Privacy Act contains thirteen (13) [Australian Privacy Principles](#) (APPs) which are rules about how RHealth may collect, use, dispose, and store personal and sensitive information, including health information and how individuals may access and correct records containing personal or sensitive information. RHealth is committed to complying with all applicable privacy laws and protecting privacy in accordance with the APPs.

This **Privacy Statement** sets out, in brief, how RHealth and its headspace Centres handle personal information.

headspace Warwick needs to maintain confidentiality in relation to private and sensitive information in order to create an environment that is respectful of the rights of clients and headspace personnel.

RHealth and its headspace personnel will take all reasonable steps to:

- ensure that personal information collected and held is accurate, complete and up-to-date;
- protect the personal information from misuse, loss or unauthorised access or disclosure;
- store personal information securely, with access limited to only those people necessary to manage and use the information in accordance with RHealth's Privacy Policy.

Where RHealth outsources services, it takes reasonable steps in the circumstances, to ensure that third parties, have obligations under their contracts with RHealth to comply with all relevant laws relating to the privacy (including security) and confidentiality of personal information.

RHealth may collect personal information directly from an individual, but sometimes may need to collect it from a third party. RHealth will only do this if individual consent has been provided, or where it is not reasonable or practical for RHealth to collect this information directly from the individual. The personal information RHealth collects will be used only for the purpose for which it was provided and will not be disclosed without consent, except where authorised or required by law.

Individuals have the right to access personal information held by RHealth. They can also request an amendment to personal information that RHealth holds about them should they believe that it contains inaccurate information. Individuals may request access to personal information held by RHealth by contacting [RHealth's Privacy Officer](#).

Where authorised or required by law, headspace personnel are required to disclose information about clients relating to:

- mandatory notification of child abuse,
- risk of self-harm,
- possession of firearms,
- serious criminal activity,
- missing persons, and
- reportable diseases.

It is the responsibility of headspace personnel to work within confidentiality requirements underpinned by RHealth's Code of Conduct.

At the first contact with a headspace service, all clients are to be made aware of their rights to and the limits of confidentiality. headspace Warwick will only collect personal and sensitive information relevant to the service that is identified to be provided. Personal and sensitive information is only available to those headspace personnel who need that information to provide a service for that client. All client files are stored electronically. Any paper-based notes will be kept in a secure area. Client information may be provided to Medicare for the purposes of bulkbilling. Client information may be transferred securely by mail or email or other secure means.

headspace personnel have the right to debrief in a professional manner within their headspace service or with other appropriate RHealth staff, provided the organisation as a whole provides confidentiality. When client information is required for statistical purposes, it will be de-identified. When a client is no longer receiving a service from headspace Warwick, personal and sensitive information will be stored securely for legislatively required timeframes. If headspace workers breach their privacy and confidentiality responsibilities, their ability to work within headspace will be reviewed in line with RHealth policy.

For more detail on the types of personal information RHealth deals with and how it is managed and protected, RHealth's full **Privacy Policy**, [can be accessed here](#).