

# The University of Melbourne Wellbeing Services

## Privacy Statement

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In providing services, the department of Wellbeing Services of the University Provost's Office collects and maintains personal and health information. All staff are committed to the secure management and maintenance of this information according to the Information Privacy Act 2000, the Health Records Act 2001 and the University of Melbourne Privacy Policy.

Copies of these Acts and Policies, along with Health and Counselling Procedures and Guidelines for the Management of Personal and Health Information, are available upon request.

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### **Confidentiality**

All personal information collected during the provision of services will remain confidential and secure except where:

1. It is subpoenaed by a court, or
2. Failure to disclose the information would place you or another person at serious or imminent risk, or,
3. Your prior approval has been obtained to
  - a) provide a written report to another professional or agency, or
  - b) discuss the material with another person, or
4. If disclosure is otherwise required or authorised by law.

### **Collection and Use of Personal and Health Information**

We collect personal and health information when you first make contact with a service. This enables us to:

- ensure appropriate appointment arrangements; and/or
- alter appointment arrangements in the event of staff unavailability; and/or
- confirm student or staff status at the University of Melbourne; and/or
- confirm eligibility of access to services.

We collect personal and health information from you during your contact with staff. This enables us to:

- assess, maintain or improve your health and wellbeing; and/or
- diagnose your illness or injury; and/or
- treat your illness, injury or disability or suspected illness or injury, and/or,
- identify reasonable adjustments for your disability under the Disability Discrimination Act.

We require this information in order to provide a range of health and related services. If when requested, you choose not to provide information important in the provision of services, Wellbeing Services reserve the right to withdraw or not provide services.

### **Information Obtained From Other Sources.**

In most circumstances, health and personal information, or documentation describing your personal and health information, will be collected from you directly. However there may be some instances where information is collected from someone familiar with your background.

To ensure appropriate provision of services, non-health related information may be sought from external sources. This includes information confirming student or staff member status at the University of Melbourne and background demographic data obtained from electronic University records. This information will be obtained in a manner that does not identify you to this external source or indicate that you are using a service.

### **Information Exchanged With Other Entities.**

Non-health related information may be exchanged with external entities to ensure the appropriate provision of services. This may include:

- exchange of information with the Health Insurance Commission to enable direct billing of medical services;
- exchange of information for the purpose of confirming health insurance membership;
- exchange of demographic details with pathology and diagnostic services for billing and medical test recall purposes.

**Please Turn Over**

Health information may be exchanged with entities and providers external to the University to ensure appropriate provision of services. This includes:

- exchange of information allowing opinion from and/or referral to another health provider, practitioner or specialist provider; or
- exchange of information allowing specialist opinion to be provided in the management of a health issue (i.e. pathology and diagnostic services).

It may be important to exchange relevant health and personal information with relevant University staff including:

- Staff across Wellbeing Services.
- Staff involved in implementing reasonable adjustments.

This will be discussed with you beforehand and your verbal permission sought to enable exchange of this information. Except in emergency circumstances, information will not be exchanged if you have not provided, or later withdraw in writing, your consent to this exchange of information.

#### **Information Used for Other Purposes.**

Service-wide, statistical, non-identifying material may be generated to allow the planning and provision of services.

This material may be utilised by Wellbeing Services of the Provost's Office, other areas of the University of Melbourne for funding, management, planning, monitoring, and improvement or evaluation of services.

Non-identifying information may be exchanged with:

- The Federal Government Health Insurance Commission and State Government to

determine funding arrangements for the Health Service.

- The Department of Education Science and Training to determine disability funding arrangements.

Non-identifying aggregated data may be provided to approved research bodies with ethics committee approval.

#### **Access to Information**

You have a right to access personal information, subject to some exceptions allowed by law.

If you would like to access your personal information, please discuss this with the person who is providing the service. You will be required to put your request in writing to the University of Melbourne Freedom of Information Officer, and apply via the mechanisms established under the Freedom Of Information Act 1982. Under this Act an application fee is payable.

Wellbeing Services reserve the right to charge a fee for searching and providing access to your information or forwarding this information to another practitioner or provider

#### **Accuracy of Information**

Wellbeing Services will take all reasonable precautions to ensure that the personal and health information that is collected used and disclosed is accurate, complete and up-to date. If your personal and health information is inaccurate, incomplete, misleading or not up-to-date you have the right to require that we amend the information, subject to some exceptions allowed by law.

The University of Melbourne will provide a written response in circumstances where there is a decision to deny access or not correct personal and health information.

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#### **Further Information**

Should you require further information about the management of personal and health information, in the first instance please discuss this with the person providing the service. Alternatively you can contact the Director of Wellbeing Services on (03) 8344 6927.

You are also welcome to direct privacy questions to the University of Melbourne Privacy Officer. Contact details are available at <http://www.unimelb.edu.au/unisec/>