



What happens to information about you while you are a client of this service?

What information is collected by Melbourne Counselling Service?

Melbourne Counselling Service (MCS) looks after the personal information you give us according to laws called the Privacy Act 1988, the Information Privacy Act 2001 (Vic) and the Health Records Act 2001 (Vic). We collect personal information about you for the purpose of providing counselling services to you. Without this information it may be difficult to help you achieve your goals. The information we collect from you is stored securely, is not ordered by the court to be collected and will not be given to any overseas countries.

How we use and disclose your personal information:

Your privacy is important to us and we will only use your information in connection with your counselling. The organisations that we usually disclose information to include: health services; housing and support agencies; and other counselling services.

Your information may be provided to our funders including Government to ensure we are fulfilling our funding agreement. The other time we give information is if there is a medical emergency, an immediate risk of harm to you or others, or it required by law.

Access to your personal information:

You can look at your personal information that we have on file. If it is incorrect or incomplete you can ask us to correct it. If you would like to discuss your information or correct it, please talk to your counsellor, Team Leader or the MCS Manager.

Further information:

For further information about what we do with your personal information, or to make a complaint about a breach of privacy, you can speak to your counsellor, Team Leader or the MCS Manager or you can contact Crossroads Youth & Family Services at:

CROSSROADS YOUTH & FAMILY SERVICES

2/828 SYDNEY ROAD

COBURG NORTH, 3058

(03) 9353-1011

You can access the Crossroads Privacy Policy on the Crossroads Website (<http://www.salvationarmy.org.au/en/Find-Us/Victoria/Crossroads/>) or by contacting Melbourne Counselling Service on 9653 3250.

I have read and understood how my personal information will be treated at MCS

Signed _____ Date _____

What are your rights and responsibilities in this service?

Rights and responsibilities

My rights and responsibilities have been explained to me and I have received a copy of Crossroads Client Rights and Responsibilities **Yes**

Complaints procedures

If you wish to make a complaint, please speak to your counsellor, team leader or the manager of the service to get a copy of the 'Crossroads compliments and complaints procedure' brochure. This will give you information about how to proceed.