

# **Wellbeing Services**

## The University of Melbourne

### **Health and Wellbeing Practitioner Service Privacy Statement**

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In the course of providing support services to you, the Health and Wellbeing Practitioner may collect your personal and health information.

At the University, all personal and health information must be managed in accordance with the Information Privacy Act 2000 (Vic), Health Records Act 2001 (Vic), Healthcare Identifiers Act 2010 (Cth) and the University of Melbourne Privacy Policy & associated Guidelines.

The Health and Wellbeing Practitioners are committed to the management and maintenance of your personal and health information (**'your information'**) in accordance with these laws and the University's Privacy Policy.

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#### **Why we collect your information**

We collect your information for a range of purposes including:

- to assist us to diagnose, treat, support and advise you;
- to confirm student or staff status and eligibility to access our services;
- to make and change appointments; and
- for various other administrative functions associated with our services e.g. record-keeping, billing, claims processing, and referrals.

If you do not provide information requested, our ability to provide our services to you may be impaired. We reserve the right to withdraw or not provide our services if we believe they may be compromised by a lack of information or we would be unable to meet legal obligations.

#### **How we collect your information**

In most cases, we will collect your information directly from you, or at your request or with your consent, from your previous health providers.

If you are a student, we will electronically access limited student course and contact details from the University's student system when you register with us to access our services. This occurs in a way that does not identify you to other departments of the University or indicate that you are using our services.

#### **How we manage and use your information**

We will use your information for the purpose of providing support services to you and may also exchange your information with external entities for necessary administrative and treatment purposes related to your healthcare, including Medicare Australia, your private health insurer and pathology and diagnostic service providers.

The Health and Wellbeing Practitioner may with your consent exchange your information with external parties such as specialist healthcare providers where this is necessary for the management of your ongoing healthcare and treatment, for example in order to seek a professional opinion, or manage a referral to or from another provider.

The Health and Wellbeing Practitioner may also exchange your information with other staff within the University in limited circumstances, including:

- staff at the Counselling Service, the Director Wellbeing, or other healthcare practitioners within the Health Service, for purposes related to your healthcare and treatment; and
- other University staff at your request, for example, where the information is relevant to a special consideration application (if you are a student) or an assessment of "reasonable adjustments" if you are a staff or student with a disability or impairment.

Your information will remain strictly confidential and will not be disclosed without your consent unless:

1. we reasonably believe that the use and disclosure of your information is necessary to lessen or prevent a serious threat to public health, welfare or safety or a serious and imminent threat to someone's life, health, safety or welfare; or
2. we are required to disclose your information under a legal process such as a court-issued subpoena; or
3. we are otherwise required or authorised by law to use and disclose your information.

### **Security and accuracy of your information**

We will take reasonable precautions to:

- protect your information from misuse, loss and unauthorised access, modification and disclosure; and
- ensure that your information is accurate, complete and up-to-date.

You have a right to request that we correct your information if it is not accurate, complete or up-to-date.

### **How you can access your information**

As the University is a public authority, requests for access to your information are generally made under the *Freedom of Information Act 1982* (Vic). A fee is generally payable and the process is explained at: <http://www.unimelb.edu.au/unisec/foi.html>

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### **For more information**

If you have any queries or concerns about how your information is managed, in the first instance you should discuss this with the person providing the service. Alternatively you may contact the School Manager of the Melbourne Medical School, Ms Grace Sanna (Ph: 03 8344 7752 or email: [grace.sanna@unimelb.edu.au](mailto:grace.sanna@unimelb.edu.au)) or the University Privacy Officer (email: [privacy-officer@unimelb.edu.au](mailto:privacy-officer@unimelb.edu.au)).

This Privacy Statement is authorised by the Director Wellbeing, September 2016. The University reserves the right to amend the contents of this document at any time.

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If you would like to access or correct your information, please first discuss this with the person who is providing your service.

While you have a general right to access your information, the *FOI Act* and privacy legislation does include some exceptions to this right of access.

If you are seeking the transfer of your information to another healthcare provider, we may charge an administrative fee for this service.

### **Service improvement**

Wellbeing Services and other areas within the University may also use your information for the purposes of monitoring and evaluating our services, and planning for future funding and improvement of our services.

In these instances, we will only use service-wide, statistical, **non-identifying** information.

### **Government reporting**

We may provide **non-identifying** information to government agencies for funding and statistical purposes.

### **Research related purposes**

We may also provide **non-identifying** aggregated data to approved research bodies undertaking research that has been subject to ethical clearances.