

# JENNY GILMORE

B.Soc.Wk. Hons PhD

Accredited Member Australian Association of Social Workers

Accredited Mental Health Social Worker

Provider Number: 4553941H

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## INFORMATION REGARDING PROFESSIONAL CONSULTANCY SERVICES

This document outlines the privacy, confidentiality and duty of care issues in the consultancy services provided by Jenny Gilmore.

### **Management of Information:**

All professional services provided are bound by the legal requirements of the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000. All client information is stored electronically on a secure client management system. This information includes details of each session and any documentation provided by the organisation. This information is retained in order to document the progress of the sessions and to ensure a consistent and relevant service is provided. An organisation may request to view this information and all such requests will be responded to within 14 days. If you have a concern about the management of your information, please inform me. Upon request you can obtain a copy of the National Privacy Principles which describe your rights and how your information should be handled. Ultimately, if you wish to lodge a formal complaint about the use of or access to your personal information, you may do so with the Office of the Federal Privacy Commissioner on 1300 363 992 or GPO Box 5218, Sydney, NSW 1042.

### **Confidentiality:**

All information gathered by me during the provision of professional services will remain confidential and secure except when:

- It is subpoenaed by a court, or
- Failure to disclose the information would place someone at risk (refer to Duty of Care section below); or
- Your prior approval has been obtained to:
  - Provide a written report to another professional or agency, e.g. a GP or lawyer;
  - Discuss the material with another person.

Information will, at times, be discussed in a non-identifying way with my professional supervisor for the purpose of professional development.

### **Duty of Care:**

As an independent consultant I have a duty of care to both the clients and the staff employed in an organization. If it becomes apparent that either the staff or the clients of an organization are at risk of harm, this information will be communicated to the management of the organization. Where appropriate, the concerned parties will be informed of this action prior to management being contacted. In the event that a member of the senior management team is the subject of the complaint, a more senior member of the management team and / or the Board of Management will be contacted in the first instance. Should the issues of concern be of such a serious nature that a third party is required to oversee the investigation of these issues, these concerns may be expressed directly to the funding body in addition to the management of the organization. All such concerns will be communicated in full in writing.

### **Fees:**

The cost for a one hour professional supervision session is \$220 (+ 10% GST). The hourly rate for team supervision, organisational facilitation, strategic planning, etc is \$330 (+ 10% GST). The hourly rate for training including preparation and travel time (within metro Brisbane) is \$400 + 10% GST.

The hourly rate for travel (where applicable, outside metropolitan Brisbane) is \$125 (+ 10% GST).

An invoice will be issued to the organisation at the completion of each session. Payment may be made in cash, eftpos, cheque or bank transfer.

In the case of prepayment of sessions, all sessions must be completed within the next financial year and increases in pricing will be applied to all prepayments.

### **Cancellation Policy:**

If for some reason a professional supervision session needs to be cancelled or postponed, 24 hours notice must be given otherwise the full fee will be charged. A minimum of five days notice is required for rescheduling or cancelling consultancy work or training events. Late cancellations will be charged at 50% of the quoted fee unless otherwise negotiated.

**Jenny Gilmore  
Consultant.**