

# INFORMATION REGARDING PROFESSIONAL CONSULTANCY SERVICES

## **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. Client files (individual and organisational) are held in secure filing cabinets which are accessible only to me and a colleague in case of my death. The information on each file includes details of each session, and any documentation provided by the organisation. This information is retained in order to document what happens during sessions and enables me to provide a relevant and informed service. At any stage organisations may request to see the information which is kept on file. I will either discuss the content with the organisational representative or give them a copy of the file. All requests for access to information should be lodged with me. These requests will be responded to within 14 days and an appointment will be made if necessary for clarification purposes. 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; or
- Your prior approval has been obtained to
  1. Provide a written report to another professional or agency, e.g. a GP or lawyer;
  2. Discuss the material with another person.

Information will, at times, be discussed in a non-identifying way with my professional supervisor for the purposes of reflecting on my practice.

## **Fees:**

The cost for a one hour professional supervision session (organisational payment) is \$165 (including \$15 GST).

The hourly rate for team supervision, organisational facilitation, strategic planning, etc is \$187 (including \$17 GST).

The hourly rate for travel (where applicable) is \$110 (including \$10 GST).

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

## **Cancellation Policy:**

If for some reason a professional supervision session needs to be cancelled or postponed, 24 hours notice must be given otherwise the organisation will be charged the full fee for the session. A minimum of seven 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.