

Records, Access and Correction

How I keep your records, and how you can see or correct them

Your records

I keep a secure client file that includes your contact details, signed agreements, brief session notes and any letters or reports. My notes focus on what is needed for your care. Records are kept for at least 7 years after our last session, or for a client under 18, until they turn 25, and are then securely destroyed.

Seeing your records

Under the Health Records Act 2001 (Vic) and the Privacy Act 1988 (Cth), you have the right to access the information I hold about you.

1. Ask me in writing, by email to paul@inachordcounselling.com.au or by letter. Tell me what you would like to see and how: viewing it with me, a copy, or a summary.
2. I will confirm your identity before releasing anything to you.
3. I will respond as soon as I can, within 45 days at most.
4. There is no charge to ask. A small fee may apply for copies, capped under the Health Records Regulations 2023 (Vic). I will tell you about any fee before going ahead.

Occasionally the law allows me to limit access, for example if releasing information would pose a serious threat to someone's life or health or affect another person's privacy. If so, I will explain why in writing and offer alternatives, such as a summary or going through it together.

Correcting your records

If you believe something in your records is inaccurate, incomplete or out of date, please let me know in writing. I will respond within 30 days. If we disagree about a correction, you can ask me to attach your own statement to your file.

Transferring your records

With your written consent, I can send a copy or summary of your records to another health practitioner.

If you are not satisfied

Please talk with me first. You can also contact the Health Complaints Commissioner Victoria (hcc.vic.gov.au, 1300 582 113) or the Office of the Australian Information Commissioner (oaic.gov.au, 1300 363 992).