

INFORMATION AND RECORD MANAGEMENT – Employee Assistance Programs



Welcome

Thank you for choosing to access Assure Programs' professional services. Assure Programs is a long established, wholly Australian owned, national provider of high quality Employee Assistance Programs.

Employee Assistance Programs is an employer funded service that enables employees and their immediate family members to confidentially access short-term solution-focussed counselling, to assist with the resolution of work related or personal concerns that may be impacting wellbeing, work performance or quality of work life.

Confidentiality

The Employee Assistance Program is based on the fundamental principle of client confidentiality. Like doctors, psychologists are strictly bound by a professional Code of Ethics, ensuring that any discussions that a client has with them remains completely confidential. The Code of Ethics also prevents the psychologist from disclosing a clients' personal information without their informed and express written consent.

Information may be released if it is subpoenaed by a court of law or if there is a risk of serious danger to yourself or anyone else. In all other cases, the counsellor will only release information or initiate contact with another party with your express written consent.

If we need to contact you for any reason, we will do so in a discrete manner with no reference made to Assure Programs unless we are speaking directly with you, or alternatively have your consent.

On rare occasions, another party may unexpectedly contact us to provide or seek information concerning you. In such instances, we will maintain complete confidentiality.

For issues relating to quality and client care, access to your client record by one of our psychologists who did not directly deliver the psychology service to you may be necessary from time to time. All Assure Programs employees are similarly bound by the relevant professional Code of Ethics and confidentiality clauses within their employment contracts.

Confidential evaluation of our service

We are continually seeking to improve our service to you, and genuinely value your feedback regarding your experience with us. You will receive a confidential evaluation form and prepaid envelope at your initial appointment.

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With your prior consent, we may also request feedback from you electronically.

It would be greatly appreciated if you could anonymously complete and return this feedback at your earliest convenience.

Cancelling or changing an appointment

Scheduling an appointment involves the reservation of time specifically for you, therefore a minimum of 24 hours (1 business day) notice is required to reschedule or cancel an appointment.

Late (less than 24 hours business day notice) cancellation, rescheduling, or failure to attend an appointment will attract a cancellation fee in the form of a time penalty deducted from your remaining sessions funded by your employer.

Complaints process

We are committed to providing a high quality service to our customers and clients and value all complaints received as learning opportunities.

We would encourage wherever possible, for complaints to be raised directly with your Assure Programs psychologist with the view to seek a resolution.

Should a resolution not be reached or you feel unable to approach your Assure Programs psychologist, you are encouraged to contact us on freecall 1800 505 015 or via email at info@assureprograms.com.au. Our friendly staff will explain to you our complaints process and how to lodge a complaint.

All complaints lodged are confidentially investigated and responded to promptly in accordance with our quality assured Client Grievance Policy. The policy is available for review on request.

Client record management

Until 12 March 2014, the *Privacy Act 1988 (Cth)* and from 13 March 2014, the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)*, give individuals the right to access information an organisation holds about them and a right to correct that information if they feel it is not accurate, complete and up-to-date. Assure Programs adhere to these principles and our guidelines with respect to client record management is outlined in this policy.

Record keeping and storage

The Australian Psychological Society Code of Ethics requires psychologists to make and keep adequate client records. These records and their contents are the property of Assure Programs and are stored and archived in a secure location for a period of 7 years, or as required by law. After this time, records are securely destroyed.

Requesting a client record

You may request access to your client record by calling our national office on freecall 1800 808 374 and following our identity validation procedures. We do not charge a fee for lodging a client record request.

One of our Senior Psychologists will review your request and respond to you within 30 days. They will discuss the options available to you including any fees that may be incurred regarding file review and/or access.

Due to the sensitive nature of client records and the potential for the content to be misinterpreted, copies of client records will not be released.

If upon accessing your client record you believe that certain information contained is inaccurate, incomplete or not up-to-date, you are encouraged to clarify the relevant information with your Assure Programs' psychologist.

If for any reason you are not satisfied with our response to a client record request, you are able to lodge a formal complaint with us, or alternatively contact the Office of the Australian Information Commissioner (1300 363 992 or GPO Box 5218 Sydney NSW 2001).

Contact us

Our office hours are 8:30am to 5:00pm, Monday to Friday. If at any time you need to clarify anything about our services please contact our friendly staff on freecall 1800 808 374 during business hours or via email at info@assureprograms.com.au.

If you need to speak with your Assure Programs' psychologist at a time when they are unavailable, please leave your details and they will contact you back at the soonest possible opportunity. Alternatively, if it is urgent, you are welcome to access support provided by one of our on-call psychologists who are available 24/7.

In an emergency situation after hours, please contact us on freecall 1800 808 374 and you will have the option to be connected through to our pager service. The on-call psychologist will return your call promptly. Please note that any time used with the on-call psychologist will be deducted from your employer-funded sessions.

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Version Control

Version	Description of change	Person making change	Date changes made	Date for next review
V1	Creation	S Miles	Oct 2013	Oct 2014
V2	Update and edit	S Humphries	Nov 2013	Nov 2014
V3	Update and edit	S Miles	Nov 2013	Dec 2014
V4	Update and edit	S Humphries	Dec 2013	Dec 2014
V5	Update with new branding	R Buchanan	Sept 2014	Sept 2015

The latest version is due for revision 12 months after the date of the last change.
The document owner is responsible for the revision.