

As an enrolled JCU student based in Australia, you have access to a number of free student services, including AccessAbility Services and Counselling and Wellbeing. We understand that some of the information you will share with these services is highly personal and it is important to us that you understand how your information and records are managed. If you are unsure about any details or would like to discuss this information, please have a conversation with one of our staff.

Confidentiality

We will treat your personal information in accordance with relevant legislation and University Policy. To benefit you, your personal information may be shared with relevant staff members within the Student Equity and Wellbeing service, including for the purposes of referrals, during case management and peer supervision discussions. Counsellors and Advisors may also share your de-identified information with external supervisors, who also operate under the same professional code of ethics.

All personal information gathered will remain confidential and secure within our service except when:

1. It is subpoenaed by a court;
2. Failure to disclose will place you or another person at risk;
3. Your prior approval has been obtained to share information with internal or external stakeholders (this can include verbal correspondence, as well as providing or obtaining written reports or documentation)

Collection of Information

We collect your personal information to enable accurate and appropriate assessment, referral and management of your situation. The University manages any personal information collected in accordance with the Information Privacy Principles (IPPs) as set out in the Information Privacy Act (QLD) 2009 (www.oaic.gov.au/) and the relevant University Privacy and Code of Conduct Policies.

Your personal files will be kept secure and confidential, and will be stored for a minimum of seven years after the last date of consultation. Your information will be stored in an electronic case management system and professional, administration and management staff will have access to varying levels of your personal information depending on their clearance level. All staff within our service are required to keep your personal information private and confidential, and we operate in accordance with the Australian Psychological Society's Code of Ethics (www.psychology.org.au), relevant professional accrediting bodies (including the Australian Association of Social Workers (AASW)) and Occupational Therapy Australia (OTA) and University policies.

Collection of information begins at first point of contact, which for most students will be when they complete our online booking form. This form allows you to provide further details about yourself and why you are seeking support from our services. The form also documents that you are consenting to engage with Services.

Informed Consent

Informed consent means a person understands and agrees to treatment for their health condition, and has the maturity and ability to understand the consequences of their decision. Prior to engaging in an intervention with our Services, the requirements, limitations, and potential outcomes of the intervention will be explained to you by your Clinician or Advisor, including any risks.

An individual's capacity to consent is subject to change, and may be influenced by several factors including (but not limited to) your physical health, your mental health and cognitive functioning, and/or the impact of prescribed or illicit substances. Your capacity to consent will be regularly assessed, and if it is determined that your capacity has been impaired, the Clinician or Advisor may cease the intervention until it is determined that capacity to consent has been restored.

Additional Considerations for Telehealth and Email

Requirement to provide contact details and location

Prior to the commencement of telehealth (including intake calls), our process requires our Counsellors and Advisors to confirm:

- (1) Your current location
- (2) Your telephone number
- (3) Contact details of the person you wish to be contacted in case of a mental health-related emergency

Privacy in online communication

Please note that we do not record therapy sessions, unless it is for the purpose of training (your counsellor will discuss this with you and obtain separate consent). We ask you to respect our privacy by agreeing not to record the sessions.

Our Services take all reasonable steps to protect your personal information in accordance with the Commonwealth Privacy Act (1988). The privacy of any form of communication via the internet or mobile device is potentially vulnerable to the security of the technology. **Telstra** reports their telephone service complies with the Commonwealth Privacy Act (1988). **Zoom** states their encryption complies with standards to ensure the security and privacy of patient data according to Health Insurance Portability Act (1996) in the United States (Zoom, 2020).

Medical professionals and authorized healthcare partners can use Zoom to meet with patients and other healthcare professionals to screen-share health records and other resources (Zoom, 2020). Zoom does not exchange your personal data with third parties for payment, even if you do not opt-out of the "sale" of information (Zoom, 2020). You can also request Zoom to erase some or all of your personal data from the Zoom systems (Zoom, 2020).

While JCU SEW is taking reasonable steps to protect the connection against unauthorized access, please consider that the confidentiality and quality of the service may be affected by the hardware, software and reliability of your internet connection. You may consider privacy measures such as accessing the service from a private room, making sure no one else can access your computer or smartphone, installing software for firewalls, intrusion detection and anti-virus programs. For further information, refer to the www.staysmartonline.gov.au.

Barriers – please let us know if you are experiencing any barriers in accessing telehealth; i.e. due to concerns around privacy, or language, physical or other impairments.

Use of emails

Please be aware that any email communication is not secure and should contain minimal personal information. We also ask that students refrain from emailing information relating to increased risk of harm (to self or others), as our inboxes are not monitored 24/7 and staff are not always able to view and/or respond to emails with immediacy. Any concerns relating to risk should be redirected to emergency services (i.e. dialing 000, or contacting the Acute Care Team at your local hospital). Email is generally used for administrative purposes such as setting up appointments or sharing general resources.

Access to Your Information

You may access your file on request, subject to the exceptions in the National Privacy Principles (NPPs) contained in schedule 3 of the Privacy Act 1988 (Commonwealth). Request to access to your information must be emailed to studentwellbeing@jcu.edu.au marked Attn: Manager Student Equity and Wellbeing. To meet the University's Administration Access Scheme request for release of information to an individual should include:

1. Original signed, witnessed and dated request by the individual specifying information required
2. Certified copy of signed photo identification of individual
3. Proof of current postal address must be provided for information to be mailed

Concerns

If you have a concern about the management of your personal information by any of our Services you can inform the Manager Student Equity and Wellbeing and/or Dean Learning, Teaching and Student Engagement. For contact information, please ask our Student Information Support Officers. For a copy of the University's Information Privacy Policy, visit www.jcu.edu.au/policy/corporate-governance/information-privacy-policy

Appointments

1. Appointments are available Monday to Friday, including during lecture breaks, but excluding public or university holidays and service closure periods. Appointments are between 25 to 50 minutes duration, depending on the service that you are accessing and the nature of your enquiry.
2. Appointments are typically offered as zoom, phone, or face to face. During periods of increased covid-transmission, appointments may only be offered as telehealth (i.e. zoom or phone).
3. Counselling & Wellbeing (only) operates under a brief intervention model. This allows students to access up to 10 appointments during a calendar year. Should a student require additional support, clinicians will explore external referral options. Please note, missed appointments will count towards a student's 10 appointments per calendar year.
4. Please be ready at least 10 minutes prior to the appointment time. If you are more than 10 minutes late to your appointment, your appointment will be classed as 'missed' and will require rescheduling or cancellation.
5. If you are unable to attend your appointment, please notify us no less than 24 hours prior to the appointment time. This will allow us to offer your appointment to another student and reduce our waiting times. Appointments cancelled less than 24 hours before the appointment time will count towards a student's 10 appointments per calendar year.
6. We endeavor to keep the waiting time for appointments to a minimum. Waiting times will vary depending on the support required and the time of semester (e.g. we experience a peak period in the lead up to exams).
7. Should an emergency arise, we may need to reschedule your appointment at short notice.
8. Newly engaging students will be asked to complete our online booking form prior to their first appointment. For students seeking counselling, your first appointment will be an intake call. During this call the counsellor will determine the most appropriate type of support (e.g. a referral to an internal counsellor, an external referral, the provision of resources, etc).
9. For Counselling & Wellbeing (only), if you are reengaging with our service after a period of more than 6 months, you will be asked to complete the online form and intake call again. This ensures that our records are up to date, and that the type of support provided is relevant to your current circumstances.
10. Student Equity and Wellbeing staff do not access emails outside of working hours. If you are at risk, or require immediate support, contact the emergency support services listed below for support.
11. We are not a crisis, emergency or after-hours response service. If you are experiencing a crisis or emergency, please contact emergency services on 000. For 24 hour support services, please consider contacting:
 - Queensland Health's Acute Care Team - 1300 642 255
 - Lifeline - 13 11 14
 - Suicide Callback Service – 1300 659 467

For enquiries relating this document, please contact the Student Equity and Wellbeing office via phone (1800 246 446) or email (studentwellbeing@jcu.edu.au), or speak directly with your Counsellor or Advisor.