

Access to Client Files Policy

Your Information Matters

At SASS, we keep information about the support and services we provide.

You have the right to ask about information we hold about you and, in most cases you can view or receive a copy of your records. We want this process to feel safe, respectful and supportive.

Your Rights

You have the right to:

- ✓ Ask what information SASS holds about you
- ✓ Request to view your records
- ✓ Request a copy of your records
- ✓ Ask questions about information in your records
- ✓ Have support during the process
- ✓ Be treated with respect and dignity
- ✓ Raise concerns or make a complaint if you are unhappy with a decision

Children and Young People

We want children and young people to feel safe, respected and listened to. Children and young people have rights regarding their personal information and will be supported to understand those rights in ways that make sense to them.

When decisions are made about access to a child or young person's information, we will consider:

- Their safety and wellbeing
- Their views and wishes
- Their age and understanding
- What is in their best interests

Parents and guardians may also be able to request information about a child or young person they are responsible for. We will carefully consider the rights, safety and wellbeing of the child or young person when making these decisions.

Accessing Your Records

If you would like to see information held about you, you can:

- Talk to your counsellor
- Contact SASS by phone or email
- Ask a staff member to help you make a request

We will explain the options available and support you through the process.

Sometimes there are different ways we can provide information, such as:

- Letting you view your records
- Providing copies of records
- Providing a summary of information
- Sharing information with another professional if you would prefer

Support During the Process

Reading information about difficult experiences can sometimes bring up strong emotions.

If you would like support before, during or after viewing your records, we can talk with you about what might help.

You can choose to:

- Bring a support person
- Ask questions
- Take breaks
- Talk with a SASS staff member about the information

We want you to feel as safe and supported as possible throughout the process.

Sharing Information with Other Professionals

You may want information shared with another professional, such as:

- Doctor
- Lawyer
- Support service
- Another health professional

In most situations, we will ask for your permission before sharing your information. We will talk with you about what information is being shared and why.

Keeping Everyone Safe

SASS is committed to protecting the privacy, safety and wellbeing of clients.

Sometimes there may be information that cannot be shared. This may include:

- Information that could affect another person's privacy
- Information that could create a serious safety concern
- Information that SASS is legally required to protect

If this happens, we will explain the reasons as clearly as we can.

Accessibility and Inclusion

We welcome people of all ages, cultures, genders, sexualities, abilities and backgrounds.

If you need support because of disability, communication needs, language, literacy, culture, age, neurodiversity or any other reason, please let us know.

We will do our best to provide information in a way that works for you.

This may include:

- Providing information in different formats
- Using interpreters or communication supports
- Taking extra time to explain information
- Supporting you to bring an advocate or support person

Questions, Feedback or Concerns

If something does not feel right, you can tell us. You can:

- Ask questions
- Raise a concern
- Make a complaint
- Give feedback

We welcome feedback and want people to feel safe speaking up. Speaking up, making a complaint or giving feedback will not affect the support you receive from SASS.

If you need help to raise a concern or make a complaint, we can support you to do this.

We Are Here to Help

Your wellbeing, privacy and rights are important to us. If you would like to access your information or have questions about your records, please talk with your counsellor, or contact our admin team.

We are committed to working with you in a way that is safe, respectful and supportive.