

This is a **guide for workers** when inducting clients. It has been designed to complement organisational policies and should not be used in isolation. For further information on the items following, access relevant Sonder policies.

1. Limits to confidentiality (duty of care)	
<p>In the following circumstances, information may be collected or disclosed without your prior consent:</p> <ul style="list-style-type: none"> • Emergency situations where you or someone else are at risk of harm; • Situations where a minor may be at risk of harm; or • When your information is requested as part of legal proceedings. 	
2. How we handle your personal information	
Privacy, collection and storage	<p>Consent is required before treatment can commence. Sonder collects clients' information (personal and health related) to make sure we deliver the best possible care.</p> <p>We will maintain your privacy and confidentiality by storing your information securely in an electronic database or locked file cabinets. We will abide by the Australian Privacy Principles and our Privacy Policy at all times.</p>
Evaluation and reporting	<p>We collect statistical information to meet our funding requirements and for internal evaluation to improve our services. Unless stated otherwise, this is non-identifiable and will not identify clients in any way. De-identified data may also be shared with the Dept of Health.</p>
Information sharing (e.g. GPs, 3 rd parties)	<p>For clients referred by their GP with a <u>Treatment Plan (e.g. Mental Health/Chronic Disease/GP Management)</u>, we are required to send brief progress reports back to the GP.</p> <p>For clients referred primarily for <u>care coordination</u>, we are required to communicate and exchange information with other parties to organise appropriate delivery of care.</p> <p>If there are any additional third parties involved in your care who we need to communicate with, the Consent to Share Information Form must be completed.</p> <p>NOTE FOR STAFF: The separate Consent to Share Information Form does <u>not</u> need to be completed for GP reports and for clients referred primarily for care coordination.</p>
3. Your rights	
Access to your file	<p>To access, submit a request in writing detailing the information you would like to obtain.</p> <p>Note: Sonder does not provide medical/legal reports (i.e. for Family Court or Criminal Court).</p>
Feedback/change of worker	<p>Contact Sonder by email/phone to provide any feedback or to request a change of clinician/worker. You can also submit anonymous feedback via our website.</p>
Withdraw consent	<p>Sonder is a voluntary service. You can withdraw your consent at any time.</p>
4. Our communication with you	
SMS	<p>Sonder uses SMS as our main method of communication.</p>
Client experience survey	<p>Client experience surveys are sent to all clients who have accessed a Sonder program within the last 6 months (including emerge clients but excluding headspace clients). Surveys are sent in December and June each year. Completing the survey is voluntary.</p>
5. Your responsibilities	
<p>In the same way that clients will receive respectful, professional service from Sonder staff, clients are also expected to treat staff members with respect. Aggressive and abusive behaviours will not be tolerated.</p> <p>If a cancellation policy applies to the program, explain and give relevant information to the client.</p>	
For programs that use MasterCare:	
Information stored in shared platform	<p>Personal clinical information will be stored in the MasterCare shared platform hosted by the Primary Health Networks. If the client does not consent to use this system, they can elect to use a pseudonym (a name someone uses instead of their real name).</p> <p>If this is not acceptable, Sonder can make provisions to have the client's data stored on a separate electronic platform. Consult Clinical Lead/Team Leader in this instance.</p>
Anonymised client data	<p>If the client does not wish for their de-identified statistical information (AKA anonymised data) to be sent to the Department of Health, they may opt out.</p>