



Privacy Policy

MindRiver Center respects your privacy and recognises the importance of protecting personal and health information shared with us.

This Privacy Policy explains how MindRiver Center collects, uses, stores and discloses personal and health information in connection with our counselling and wellbeing services.

We manage personal and health information in accordance with applicable Australian and Victorian privacy legislation, including the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the Health Records Act 2001 (Vic) and its Health Privacy Principles.

1. Information We May Collect

The information we collect depends on the services you access and may include:

- your name, date of birth and contact details;
- residential address and emergency contact information;
- information provided through enquiries, bookings and intake forms;
- health, mental health and wellbeing information;
- relevant medical, developmental, family, social or personal history;
- counselling notes and records relating to services provided;
- goals, support needs and other information relevant to your counselling;
- information provided by a parent, guardian, nominee, Support Coordinator, Plan Manager, health professional or other authorised person;
- NDIS information where relevant to the provision or administration of services;
- appointment, billing, payment and invoicing information; and
- communications between you and MindRiver Center.

We aim to collect only information that is reasonably necessary for providing and administering our services.

2. How We Collect Information

Where practicable, we collect personal and health information directly from you.

Information may be collected when you:

- make an enquiry or book an appointment;
- complete an intake, consent or assessment form;
- participate in counselling or another service;
- communicate with us by phone, email, SMS, telehealth or other approved communication methods;
- make a payment; or
- provide information through our website or booking systems.

With your consent, or where otherwise permitted or required by law, information may also be obtained from another person or organisation involved in your support, such as a parent or guardian, Support Coordinator, Plan Manager, health professional or other service provider.

3. Why We Collect and Use Information

Personal and health information may be collected, used and held for purposes including:

- providing counselling and wellbeing services;
- understanding your circumstances, needs and goals;
- maintaining appropriate counselling and service records;
- communicating with you about appointments and services;
- managing bookings, payments and accounts;
- coordinating care or communicating with other professionals where you have provided consent;
- administering NDIS-funded services where applicable;
- responding to enquiries, feedback or complaints;
- maintaining the safety and quality of our services;
- meeting professional, ethical, insurance and legal obligations; and
- other purposes directly related to the provision or administration of services that you would reasonably expect.

We do not sell client personal or health information.

4. Disclosure of Information

Your personal and health information is treated confidentially.

Information will not ordinarily be disclosed to another person or organisation without your consent.

Information may, however, be disclosed where:

- you have consented to the disclosure;
- disclosure is reasonably necessary for the provision or administration of services and is permitted by law;
- another health or support professional is involved in your care and appropriate consent or legal authority exists;
- disclosure is required or authorised by law;
- there is a serious threat to the life, health or safety of an individual and disclosure is legally permitted;
- child-safety, safeguarding or other legal obligations apply; or
- disclosure is otherwise permitted under applicable privacy or health-records legislation.

Where appropriate and lawful, we will seek to discuss a proposed disclosure with you before information is shared.

5. Children and Young People

Where services are provided to children or young people, MindRiver Center considers privacy, consent, developmental capacity, safety and the involvement of parents or guardians according to the individual circumstances and applicable legal and professional requirements.

The extent to which information from counselling may be shared with a parent, guardian or other person will be discussed as part of the consent process.

The privacy and developing autonomy of the child or young person will be respected while also considering safety and relevant legal obligations.

6. NDIS Participants

Where a client accesses services using NDIS funding, MindRiver Center may collect information reasonably necessary to provide and administer those services.

Depending on the participant's circumstances and consent, this may involve communication with a nominee, Plan Manager, Support Coordinator, Recovery Coach or another professional involved in the participant's support.

Only information reasonably necessary for the relevant purpose will be shared, unless broader disclosure is authorised or required by law.

7. Storage and Security

MindRiver Center takes reasonable steps to protect personal and health information from misuse, interference, loss, unauthorised access, modification or disclosure.

Client records, including counselling notes and relevant client information, are stored using Zanda, MindRiver Center's practice-management system. Zanda is also used for practice administration, including invoicing.

MindRiver Center uses reasonable administrative, technical and organisational measures to protect client information. Access to client records is limited to authorised persons who require access for the provision or administration of services.

No electronic system can be guaranteed to be completely secure. If MindRiver Center becomes aware of a privacy or data-security incident, the matter will be assessed and managed in accordance with applicable privacy and data-breach requirements.

8. Payments

MindRiver Center uses Stripe to process electronic payments.

When you make an electronic payment, payment information required to process the transaction is provided to and processed by Stripe in accordance with its own privacy and security practices.

MindRiver Center does not use payment card information for purposes unrelated to processing or administering payments.

Invoices and relevant payment records associated with your services may be maintained through Zanda as part of MindRiver Center's practice-management and record-keeping processes.

9. Website, Online Services and Overseas Processing

The MindRiver Center website does not store counselling notes or clinical records. Information voluntarily submitted through website contact or enquiry forms may be processed through the website platform for the purpose of responding to the enquiry. Clients are encouraged not to include detailed or sensitive health information in general website enquiry forms.

When you visit the MindRiver Center website, certain technical information may be processed automatically by the website platform or associated services, such as IP address, browser or device information, cookies and website usage information. Cookies and similar technologies may be used to support website functionality, security and performance.

MindRiver Center also uses third-party technology providers, including Zanda and Stripe, in providing and administering services. Some third-party providers may process or store information using infrastructure located outside Australia.

Where personal or health information is disclosed to an overseas recipient, MindRiver Center will manage that information in accordance with applicable Australian and Victorian privacy requirements.

Further information about the privacy practices of third-party providers can be obtained from MindRiver Center or directly from the relevant provider.

10. Accessing or Correcting Your Information

You may request access to personal or health information that MindRiver Center holds about you and may request correction if you believe information is inaccurate, incomplete or out of date.

Requests should be made in writing using the contact details below.

We will respond to requests within a reasonable period and in accordance with applicable privacy and health-records legislation.

In some circumstances, access may be limited or refused where permitted by law. If this occurs, we will provide an explanation where legally appropriate.

11. Retention of Records

MindRiver Center retains counselling and other health records for the period required by applicable legal, professional and insurance obligations.

When information is no longer required to be retained, reasonable steps will be taken to securely destroy or permanently de-identify it where permitted and appropriate.

12. Privacy Complaints

If you have a concern about how MindRiver Center has handled your personal or health information, please contact us using the details below.

We will take privacy concerns seriously and aim to acknowledge and address complaints within a reasonable period.

If you are not satisfied with our response, you may have the right to contact an appropriate external privacy or health complaints body, including the Office of the Australian Information Commissioner (OAIC) or the Victorian Health Complaints Commissioner (HCC), depending on the nature of the matter.

13. Changes to This Privacy Policy

MindRiver Center may update this Privacy Policy from time to time to reflect changes in our services, information-handling practices, technology or legal requirements.

The current version will be made available through the MindRiver Center website.

14. Contact Us

For questions about this Privacy Policy, requests to access or correct information, or privacy-related concerns, please contact:

MindRiver Center – Counselling & Wellbeing

Email: admin@mindrivercenter.org

Phone: 0400 196 949

Website: mindrivercenter.org

Last updated: September 2026