

Social Bloom Consulting

Accredited Social Work Services
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SOCIAL BLOOM CONSULTING

CLIENT INFORMATION & PRIVACY POLICY

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Welcome

Thank you for choosing Social Bloom Consulting.

Social Bloom Consulting provides professional social work assessment, consultation and report writing services across a range of funding pathways including NDIS, aged care, workplace rehabilitation, insurance schemes and private referrals.

We are committed to delivering high-quality, evidence-based services while protecting your privacy and maintaining professional and ethical standards.

About Social Bloom Consulting

Social Bloom Consulting is an independent social work consultancy providing assessment, consultation and report writing services to support individuals, families, organisations and funding bodies.

Services may include:

- Functional Capacity Assessments
- Psychosocial Assessments
- Capacity and Decision-Making Assessments
- Aged Care Assessments
- Workplace Rehabilitation Assessments
- Consultation Services
- Supporting Letters and Reports
- Review and Addendum Reports
- Telehealth Services (where appropriate)

Privacy Policy

Our Commitment to Privacy

Social Bloom Consulting is committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and relevant professional obligations.

Information We Collect

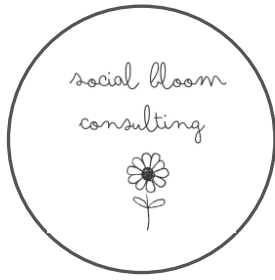
We may collect personal and sensitive information including:

- Name and contact details
- Date of birth
- Emergency contact information
- Health and medical information
- Psychosocial information
- Referral information
- Assessment information
- Funding information
- Appointment information
- Billing and payment information

How Information Is Collected

Information may be collected through:

- Referral forms
- Intake forms
- Cliniko practice management software
- Telephone and email communication
- Telehealth appointments
- Face-to-face appointments
- Information provided by authorised third parties



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Why Information Is Collected

Information is collected to:

- Deliver assessment and consultation services
- Prepare reports and recommendations
- Communicate with clients and referrers
- Manage appointments and billing
- Meet professional, legal and insurance obligations
- Maintain accurate client records

Disclosure of Information

Personal information will only be disclosed:

- With your consent
- Where required or authorised by law
- Where there is a serious threat to health, safety or wellbeing
- Where information is required by courts, tribunals or government agencies
- Where disclosure is necessary to provide services

With consent, information may be shared with health professionals, support providers, schools, employers, insurers, funding bodies or other authorised parties.

Professional Supervision

To maintain professional standards and ensure quality service delivery, information may be discussed during professional supervision. Where possible, information will be de-identified.

Storage and Security

Social Bloom Consulting takes reasonable steps to protect information from misuse, loss, unauthorised access, modification or disclosure. Information may be stored using secure electronic systems including Cliniko, password-protected devices and secure cloud-based storage services.

Electronic Communication

While reasonable steps are taken to protect electronic communications, clients acknowledge that email and electronic communication may carry inherent privacy risks.

Access and Correction

Clients may request access to their personal information or request correction of inaccurate, incomplete or outdated information.

Record Retention

Records are retained in accordance with applicable legislation, professional standards and insurance requirements.

Privacy Complaints

If you have concerns regarding the handling of your personal information, please contact Social Bloom Consulting. If concerns cannot be resolved, complaints may be made to the Office of the Australian Information Commissioner (OAIC).

Website: www.oaic.gov.au

Client Acknowledgement

This document is provided to ensure clients are informed about how Social Bloom Consulting collects, uses, stores and discloses personal information. By engaging with Social Bloom Consulting and signing the Service Agreement, clients acknowledge that they have been provided with access to the Client Information & Privacy Policy and understand how their personal information may be managed in accordance with this policy. The signed Service Agreement serves as acknowledgement of receipt and acceptance of all applicable client-facing documents, policies and service terms.