



Solace and Sanctuary – Client Consent for Record Storage and Management

Practitioner: Sarah Camille – Mental Health Counsellor / Animal-Assisted Therapist

Practice: Solace and Sanctuary Counselling

Systems Used: Halaxy (Secure Clinical Records Platform), Xero (Secure Accounting Platform)

Purpose of this Form

This form explains how your personal and therapeutic information is recorded, stored, and protected. It also describes how your information may be used for administrative purposes such as billing and appointment management. By signing this form, you provide informed consent for the secure management of your records and administrative data in accordance with **ACA ethical standards, PACFA guidelines, and the Australian Privacy Principles (APPs).**

1. About Halaxy - Halaxy is a secure electronic health record system used by registered Australian health providers. It helps your practitioner:

- Record and store session notes, intake and consent forms, and relevant correspondence
- Manage bookings, reminders, and invoices
- Communicate securely regarding appointments or clinical matters

Data Security: All information is stored on encrypted servers and is accessible only to authorised personnel.

2. About Xero - Xero is a secure accounting platform used for billing and financial record-keeping. Your name and contact details may be used solely for administrative and taxation purposes. Access is restricted to authorised personnel.

3. Information Collected

Information that may be stored in these systems includes:

- Personal details: name, date of birth, contact information, emergency contacts
- Session notes and therapeutic documentation
- Consent forms, assessment tools, and relevant correspondence
- Invoices, payments, and financial records

This information is used **only for the purpose of providing counselling and therapy services and managing administrative needs.**

4. Confidentiality and Access

Your information will remain strictly confidential. It will **not** be shared with third parties unless:

- You provide written consent
- There is a legal requirement (e.g., risk of harm, mandatory reporting, or subpoena)
- Sharing is necessary for your ongoing care (e.g., referral or supervision with identifying details removed)

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Your Rights:

- You may request access to your records at any time
- You may request corrections if your information is inaccurate or incomplete
- You may withdraw consent for the storage of information at any time, with discussion about any implications for therapy

5. Record Retention

Client records are retained securely for a **minimum of 7 years** after your last session, or until age 25 if you were under 18 at the time of service, in line with **PACFA guidelines**. After this period, records are securely deleted or destroyed.

6. Security

Both Halaxy and Xero comply with Australian security standards and data protection legislation. Access is restricted to authorised personnel only.

Client Consent

By signing below, you confirm that:

- You understand how your personal and clinical information is stored, accessed, and used
- You consent to the use of Halaxy for secure record storage and Xero for administrative purposes
- You have been given the opportunity to ask questions and have received satisfactory answers

Client's / Parent's Signature: _____

Date: _____

Notes:

- Clients can **ask questions or discuss concerns** with the counsellor before signing.
- Consent can be **withdrawn at any time**, with discussion about impacts on therapy and administrative procedures.