

## About WHEQ

WHEQs purpose is to advance the health and wellbeing of all Queensland women.

WHEQs vision is that all women have safe and inclusive communities in which they are resourced to live their best lives.

The Women's Wellbeing Team (WWT) at WHEQ provide face-to-face counselling, phone and online video counselling, and support and therapeutic groups.

### WHEQ Counselling

Counselling is an individual process, it is important to feel safe and comfortable with your counsellor. Our focus is working together to identify your goals and what you would like to get from talking with a counsellor. We have a client-centered approach; the purpose of this approach is for you be in control of your journey and the outcomes.

Through counselling we will offer a place for you to tell your story, in your way, and in your time.

### Groups & Workshops

We have several support group programs available to join. Sometimes, individual counselling is not suitable for you and connecting in a group setting, with shared goals and experiences, can be more beneficial. WHEQ provide a range of groups to compliment and support your healing journey.

### Privacy and Confidentiality

WHEQ receives Queensland Government funding to provide services, therefore we are required to collect information from you for data reporting. Some de-identified information is provided to the WHEQ funding body for the purpose of ensuring that clients are provided with a quality service.

Confidentiality of information and security of records is essential, and a priority for WHEQ. All employees respect the privacy of clients and hold information obtained in the course of professional service in strict confidence. Information about you is kept on a password protected database.

You will receive a link to the WHEQ Welcome Pack with your first appointment reminder. In this link you will find all information about your privacy and confidentiality. A WWT staff member will explain the limits of confidentiality and the purposes for which the information gathered is obtained and how it may be used by WHEQ.

Your personal information will only be disclosed with your informed consent which would be obtained in writing (where possible) unless there is an immediate risk of harm to yourself or others requiring action.

WHEQ is bound by the Federal Privacy Act 1988 and the Queensland Information Privacy Act (2009) to protect the personal information gathered from anyone contacting WHEQ.

WHEQ is committed to protecting privacy and collects, stores, uses, and discloses personal information responsibly and transparently when delivering services.

WHEQ respects the rights of all people accessing the service to confidentiality and privacy of information, and the right to remain anonymous if they choose.

When the WHEQ website is accessed, a record of the visit will be kept via site cookies. The logged information will only be used for statistical purposes.

Information provided via online forms may be stored in databases. This information is only used for the purpose for which it was provided and is deleted once the service has been delivered.

Email addresses are recorded when a message is sent and will only be used for the purpose for which they have been provided. These will not be added to a mailing list or used for any other purpose without consent.

