Maintaining your Privacy through the SelfRefer Program

The QPS is not collecting any personal or identifiable information of its members who engage with the SelfRefer Program. The contractual arrangement between the external IT provider (the Redbourne Group) and the QPS provides statutory privacy protection to all QPS members.

Through the IT system, rediCASE, the QPS is provided with de-identified (anonymous) information for invoicing and reporting purposes only. The client's confidentiality is protected by the practitioner's Code of Conduct (e.g., Australian Psychological Society Code of Ethics)[1].

Data the QPS is collecting

As above, the QPS will not receive any identifiable information. However, for transparency the QPS will be receiving the following only for reporting and program evaluation purposes:

- de-identified invoice number generated by the rediCASE system (e.g., QPS1002)
- reason for attendance (e.g., Workplace Stress, Self-Care Strategies, Relationship Difficulty etc.)
- Police or Staff Member capacity (only for reporting purposes, this won't be linked to any individual)
- number of sessions

Compliance with Privacy Legislation

During the development of the SelfRefer Program, extensive consultation occurred with the Office of the Information Commissioner to ensure the program met the requirements outlined in the Queensland Information and Privacy Legislation[2]. The privacy principles outline in the Act refer to how government agencies:

- collect personal information;
- store personal information;
- facilitate you accessing or amending your personal information; and
- use and disclose of personal information

To ensure these principles were adhered to, Privacy and Information Privacy Impact Assessments were undertaken.

The IT System

The IT system rediCASE, underpins the SelfRefer Program has been developed and is run by an external provider, the Redbourne Group[3]. The use of an external provider and IT system ensures your privacy and anonymity. The Redbourne Group also manages and houses the SelfRefer website. This allows you to access the SelfRefer Provider information from any device without using any QPS networks.

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[1] Australian Psychological Society, Code of Ethics. 2010.
[2] Information Privacy Act, 2009.
[3] The Redbourne Group also coordinate the QPS Police Referrals Program.

The rediCASE software is where the SelfRefer Providers store the data of SelfRefer clients, which can only be accessed by the Provider. The Provider will enter your basic details into this software.

Using an algorithm determined by the Redbourne Group, you will be allocated a deidentified number so that an invoice can be generated and sent to the QPS for payment. QPS cannot reverse engineer this number to identify you, and it would be unlawful for the Redbourne Group to do so without lawful cause.

The rediCASE software underwent PSBA Cyber Security Testing and independent, external penetration testing.

Storage of the IT System

The rediCASE software is housed in the Azure Sydney Data Centre, with fail-over to their Melbourne centre. The infrastructure complied with the Australian Signals Directorate of Certified Cloud Services.

The rediCASE system allows QPS to print reports of high-level data only (e.g., utilisation rates, presenting issues etc.). Deidentified data relates to Districts or Groups only and no individual data is reported or obtainable.

The SelfRefer providers are all mental health professionals, all of whom must adhere to the *Privacy Act 1988* (Cwth) and are responsible for the protection of their client's confidential information under their practitioners' Code of Conduct.