



## **Psychological Service**

As part of providing a psychological service to you, I will need to collect and record personal information from you that is relevant to your current situation. This information will be a necessary part of the psychological assessment and treatment that is conducted. You do not have to give all your personal information, but if you don't, this may mean the psychological service may not be able to be provided to you.

### **Purpose of collecting and holding information**

The information is gathered as part of the assessment, diagnosis and treatment of the client's condition, and is seen only by the psychologist. The information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service.

### **Access to client information**

At any stage, you as a client are entitled to access to the information about you kept on file, unless the relevant legislation provides otherwise. The psychologist may discuss with you appropriate forms of access.

### **Confidentiality**

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential. However, it is important to know there are exceptions in which all psychologists are mandated (by law) to break confidentiality. This can occur when:

1. The information you have given to your psychologist is subpoenaed (officially requested) by a court of law
2. Failure to disclose the information would place you or another person at serious risk of harm
3. Your prior approval has been obtained to:
  1. provide a written report to another professional or agency, e.g. A GP or a lawyer; or
  2. discuss the material with another person, e.g. a parent or employer; or
  3. if disclosure is otherwise required or authorised by law.

## **Exchange of Client Information**

There may be times where as part of the assessment and therapy process it may be helpful for your psychologist to liaise with other people or agencies that are relevant to your therapy goals (e.g. your GP, specialist, parent, NDIS, etc).

Please note, that if you intend to claim rebates from Medicare or another organisation (such as WorkCover), and then your psychologist must provide summary reports to external agencies regarding your treatment progress. Under the Medicare scheme, these reports will normally be sent to your GP or referring psychiatrist.

In addition, administration staff may be involved in the handling of client information at times (i.e. when scheduling appointments, taking client information forms and measures).

## **Privacy legislation**

Psychological services are bound by the legal requirements of the National Privacy Principles as set out in the *Privacy Amendment (Private Sector) Act 2000*. Upon request, you can obtain a copy of these principles, which describe your rights and how your information should be handled. If you have any concerns regarding the collection or storage of your personal information please inform the psychologist. If you wish to lodge a formal complaint about the use of your personal information, you may do so with the Office of the Federal Privacy Commissioner on 1300 363 992, or GPO Box 5218, Sydney, NSW 1042.

## **Video conferencing**

The video conferencing program utilised is “Zoom”. Zoom is a private company and has its own privacy policy (<https://zoom.us/privacy>). Please ensure your appointment is conducted in a private setting.

## **Concerns**

If you have any concerns about the above matters, please discuss them with your psychologist. If you have concerns about the conduct of your psychologist, you may call either the Psychology Board of Australia on 1300 419 495