

## **Privacy Policy**

As a client of Psychology Link Australia (PLA), it is important that you feel confident that your personal information is managed in a professional and secure way. PLA follows the ethical guidelines set by the Australian Psychological Society. Please take the time to read the following document. If you have any questions, please discuss these with your therapist.

### **Collection, Recording, and Use of Information**

In order to provide a therapeutic service to you and/or your child, it is necessary for your therapist to collect and record information such as your name, contact information, medical history, and other relevant information.

Your personal information is recorded in order to document what happens during sessions and enables your therapist to provide a relevant and informed service to you. The personal information that you share is used only by your therapist.

Use of information for research, quality assurance, and education activities may occur. All information in these cases will be de-identified. You will be informed when such activities are being conducted and given the opportunity to 'opt out' of any involvement.

### **Confidentiality and Disclosure of Information**

All personal information gathered by your therapist during the provision of the psychological service will remain confidential except when:

1. It is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
2. Failure to disclose the information would in the reasonable belief of the therapist, place you, or another person at serious risk to life, health or safety; or
3. Your prior approval has been obtained to:
  - a) Provide a written report to another professional or agency (e.g., a GP, a school, or a lawyer); or
  - b) Discuss the material with another person (e.g., a parent, school, employer, health provider, or third party funder); or
  - c) Disclose to another professional or agency (e.g., your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected.

Your personal information will not be used, sold, rented, or disclosed for any other purposes.

Medicare requires that your therapist must provide summary reports regarding your/your child's treatment progress if they are using a Mental Health Care Plan (MHCP) or Enhanced Primary Care (EPC). Under the Medicare scheme these reports are sent to your referrer (e.g., your GP, Paediatrician, or other medical service provider). For clients seen under the NDIS, a treatment summary report is usually required every 12 months, upon renewal of your NDIS plan.

### **Access to and Storage of Information**

The psychology services provided by PLA are bound by the legal requirements of the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000. Ethical guidelines state that records regarding adults should be kept for seven years following the date of last contact, and records regarding children should be kept until the child is 25 years of age. Client files are securely stored with the therapist and are only accessible by your treating therapist.

Please be aware that due to copyright some psychometric results are stored on a secure database. The results are password protected and are only accessible by your therapist.

A client has a right to access information in his/her client file, unless one of the exceptions to National Privacy Principle 6 applies. These exceptions restrict access where:

- Giving access would pose a serious threat to the physical or mental health of any individual,
- Giving access would jeopardize (something), and/or
- Giving access would hinder any law enforcement activity.

If you wish to view and/or have a copy of any information contained in your file, then by law it is necessary to make the request in writing and send it via email to your treating therapist.

Upon receiving your request, your therapist we will discuss your access options with you. Please allow 14 days for these arrangements to be made. A full session fee will be charged to you.

### **APS Charter for Clients of Therapists**

The APS Charter for Clients explains your rights as a client. A copy of the APS Charter is provided on the PLA website for you to view and/or download.