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## **PRIVACY POLICY**

This document describes the policy of Enhanced Psychology for the management of client information. The psychological service provided is bound by the legal requirements of the Australian Health Practitioner Regulation Association.

### **Client Information**

Client files are held in a secured environment which is accessible only by the psychologist and authorised employees. The information on each file includes personal information such as name, address, contact phone numbers and other information which is relevant to the psychological service being provided.

### **Purpose of holding information**

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

### **Requests for access to client information**

At any stage clients may request to see the information about them kept on file. At the discretion of the psychologist, client information may be given to the client or the psychologist may discuss the contents with them. All requests by clients for access to information held about them should be lodged directly with the consulting psychologist.

### **Concerns**

If you have a concern about the management of your personal information, please inform your psychologist. You can obtain a copy of the National Privacy Principles, which describe your rights and how your information should be handled. Ultimately, if you wish to lodge a formal complaint about the use of, or access to, 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.

## Confidentiality

All personal information gathered during the provision of the psychological service will remain confidential and secure.

When treating children, the psychologist may discuss session information with parents, carers or third parties, if appropriate.

For all clients, confidentiality is maintained except when:

1. Your information is subpoenaed by a court, or
2. Failure to disclose the information could/would place you or another person at risk whereby the psychologist is concerned you may harm yourself or others. At such time, the Psychologist may refer you to the appropriate authority; or
3. Your prior written approval has been obtained with the completion of a *Release of Information* form to:
  - a) provide a written report to another professional or agency. eg. a GP or a lawyer; or
  - b) discuss the material with another person. eg. a parent or employer.