

Privacy: Information for Clients

Collection of personal information

As part of providing a psychological service to you, Christopher Grace needs to collect personal information from you that is relevant to your situation and maintain it in his records. This information includes your name, contact information and relevant medical history. The collection of this personal information is a necessary part of providing psychological assessment and treatment.

A detailed description of how your personal information is managed, how you can access your personal information, and how to lodge any concerns or complaints about this service or how your personal information is managed will be provided to you on request.

Disclosure of personal information

Personal information gathered as part of this service will remain confidential except when:

1. it is subpoenaed by a court; or
2. failure to disclose the information would 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 or a lawyer; or
 - (b) discuss the material with another person, e.g. a parent, employer or health provider; or
 - (c) disclose the information in another way; or
4. you would reasonably expect your personal information to be disclosed 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; or
5. disclosure is otherwise required or authorised by law.

Telehealth

Where appropriate, the service may be provided by telephone or videoconferencing. To access telehealth consultations, you will need access to a quiet, private space; and the appropriate device, i.e. smartphone, laptop, iPad, computer, with a camera, microphone and speakers; and a reliable broadband internet connection. The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used.

To support the security of your personal information this practice uses *Power Diary* which is compliant with the Australian standards for online security and encryption.

APS Charter for Clients of Psychologists

The Australian Psychological Society (APS) Charter explains your rights as a client of a psychologist and can be accessed at this link:

<https://psychology.org.au/psychology/about-psychology/why-choose-an-aps-psychologist/charter-for-clients-of-aps-psychologists>

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GRACE BAYARD AND ASSOCIATES (ABN 29077860363)

Telehealth Consent Form

Consent to receive psychological services by telehealth

I have been provided with information about the telehealth service including the limitations to privacy and confidentiality. I have agreed that in circumstances where the psychologist is concerned about my welfare and is unable to contact me, permission is provided for the psychologist to contact the person whose contact details I have provided.

I, (print your name in Block Capitals)....., have read and understood the information in this Consent Form and have discussed any outstanding questions with the practice/psychologist. I agree to the above conditions for telehealth psychological services to be provided by *Christopher Grace*.

Client signature Date/...../.....

Verbal Consent:

I have discussed the information in this consent form with the client and received verbal consent to proceed with telehealth services.

Psychologist signature Date/...../.....

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