



Confidentiality & Privacy

George Street Psychology adheres to the Code of Ethics authored by The Australian Psychological Society (APS). By law, psychologists and our other clinicians have a duty of care to their clients and the general public. George Street Psychology holds duty of care as a fundamental aspect of professional and supportive practice. Consequently, in certain circumstances George Street Psychology may break confidentiality to prevent serious harm to a client or the general public. In such circumstances, every attempt to enlist the agreement of a client will be made before action is taken and clients will be encouraged to notify relevant services with the support of their psychologist.

George Street Psychology is committed to providing a quality service which includes ensuring that your confidentiality and privacy is maintained. George Street Psychology adheres to the Privacy Act 1988 and the Health Records Act 2001.

Collection and Storage of Personal Information

George Street Psychology will collect information from you through forms that you complete when attending our service, through information which might be provided to George Street Psychology by the person or agency referring you to the service, and, through conversations that you have with your health professional. All information collected by George Street Psychology is stored as written case records, electronic files and/or computerised data records.

Invoice and Email Communication

George Street Psychology operates a computerised system that includes internet and email access and has firewall protection to stop people from accessing the data externally. All George Street Psychology computers are password controlled and passwords are routinely changed. Any paper-based records are kept in locked storage and secured storage.

Cancellation Policy

As a client at George Street Psychology you or your partner (if applicable) will be notified about your upcoming appointment 48-hours in advance via text message. Please, confirm following the text prompts. Once you have confirmed your appointment it will be considered yours. If you cancel on the same day of your appointment, you will be charged full fee.

Signature:

Date:

Name (printed):

Psychologist

Date: