



PRIVACY CONSENT FORM

PSYCHOLOGICAL SERVICE

As part of providing a psychological service to you, Kathleen Cator of Metta Health & Psychology, needs to collect and record personal information from you that is relevant to your situation, such as your name, contact information, medical history and other relevant information as part of providing psychological services to you. This collection of personal information will be a necessary part of the psychological assessment and treatment that is conducted.

PURPOSE OF COLLECTING AND HOLDING INFORMATION

Your personal information that is gathered as part of your assessment and treatment, is kept securely and, in the interests of your privacy, used only by your psychologist. Your personal information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service to you. A more detailed description is provided in the practice's "Privacy policy for management of personal information", which can be obtained by contacting Kathleen Cator. The Privacy Policy contains information about how to access and seek correction of your personal information, and how to lodge a complaint about our management of your personal information.

CONSEQUENCE OF NOT PROVIDING PERSONAL INFORMATION

If you do not wish for your personal information to be collected in a way anticipated by this letter or the Privacy Policy, Kathleen Cator, of Metta Health & Psychology may not be in a position to provide the psychological service to you. You may request to be anonymous or to use a pseudonym, unless it is impracticable for Kathleen Cator to deal with you or if Kathleen Cator is required or authorised by law to deal with identified individuals. In most cases, it will not be possible for you to be anonymous or to use a pseudonym, however if the Kathleen Cator agrees to you being anonymous or using a pseudonym, you must pay consultation fees at the time of the appointment.

ACCESS TO CLIENT INFORMATION

At any stage you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation. The psychologist may discuss with you different possible forms of access.

DISCLOSURE OF PERSONAL INFORMATION

All personal information gathered by Kathleen Cator during the provision of the psychological service will not be disclosed except when:

1. It is subpoenaed by a court; or
2. Failure to disclose the information would in the reasonable belief of the Kathleen Cator, Metta Health & Psychology, 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, eg. 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.

Your personal information is not disclosed to overseas recipients, unless you consent or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented or disclosed for any other purpose.

PROVISION OF A TELEHEALTH SERVICE

Where appropriate the service may be provided by telephone or videoconferencing. You are responsible for the costs associated with setting up the technology needed so you can access Telehealth services. Kathleen Cator will be responsible for the cost of the call to you and the cost associated with the platform used to conduct Telehealth services.

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 Zoom video conferencing which is compliant with the Australian standards for online security and encryption.



LIMITATIONS OF TELEHEALTH

A Telehealth consultation may be subject to limitations such as an unstable network connection which may affect the quality of the psychology session. In addition, there may be some services for which Telehealth is not appropriate or effective. Your psychologist will consider and discuss with you the appropriateness of ongoing Telehealth sessions.

CANCELLATION POLICY

If, for some reason you need to cancel or postpone your appointment, please give Kathleen Cator at least 24 hours/ 1 days notice, otherwise you may be charged the cost for the session.

APS CHARTER FOR CLIENTS OF PSYCHOLOGISTS

The attached Charter explains your rights as a client of a psychologist.

I, (print your name in Block Capitals).....,
have read and understood this Consent Form. I agree to the above conditions
for the psychological service provided by Kathleen Cator.

REMOVE THIS

SIGNED _____ DATE ____ / ____ / ____

Please note, if, after reading this form you are at all unclear about any of the information provided, please contact Kathleen Cator prior to your appointment.



CHARTER FOR CLIENTS OF APS PSYCHOLOGISTS

All psychologists are legally required to be registered in Australia, which means your psychologist is registered with the Psychology Board of Australia. Your psychologist is also a member of the Australian Psychological Society, the largest professional organisation for psychologists in Australia. These safeguards mean that your psychologist is properly trained and ensures that you receive high quality, ethical service.

As a client of an APS psychologist, you have a right to expect that:

- You will be treated with respect at all times
- Your cultural background and language tradition will be respected
- You will be given a clear explanation of the services you will receive
- You will be asked to give your consent for any service provided by your psychologist prior to the service commencing and as it progresses
- You will receive an explanation about the confidentiality of the service and the exceptional situations where your confidentiality may not be protected
- You will receive a clear statement about fees for your psychologist's services
- There will be a discussion about the estimated number of sessions required to achieve your goals
- You will receive skilled and professional services from your psychologist
- There will be clear goals that you and your psychologist are working toward
- You can ask any questions about the service you are receiving.

NOTE:

If you have any concerns about the above matters, 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, or the Australian Psychological Society on (03) 8662 3300.