



Bernadette Martin
Psychologist

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**Privacy Commitment, Confidentiality Agreement &
Ethical Service Provision**

Client Information

Your client file is held in a secure filing cabinet which is accessible only to myself.

Purpose of holding client information

The information is gathered as part of the assessment & session planning process. i.e., the information is retained in order to document what happens during sessions.

Request for access to client information

At any stage, you may request to see information about you kept on file. Following such a request, where deemed appropriate, I may suggest discussing the contents with you prior to giving you a copy.

Concerns

If you have a concern about the management of your personal information, please inform us immediately of your concern. Upon request, 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 services will remain confidential and secure except when:

1. *it is subpoenaed by a court; or*
2. *failure to disclose the information would place you or another person at risk; or*
3. *your prior approval has been obtained:*
 - a) *to provide a written report to another professional or agency e.g. a GP or a Lawyer; or*
 - b) *to discuss the material with another person e.g. a parent, professional colleague, employer.*

Ethical Service Provision

Psychologists are bound by their Professional Code of Ethics.

Complaints

If you have a concern or complaint related to service delivery, I encourage you to approach me with your concerns, if you feel comfortable doing so. If having done so you feel you would like to take your complaint further, you can do so by contacting the below mentioned Professional Association:

- *Psychology Board of Australia / 1300 419 495*