
Privacy Policy

Date: April 2026.

Responsible Person: Principal Psychologist/ Sole Trader: Jessica Kane.

As a service, we value and are committed to protecting your privacy and handling your personal information in a way that is respectful, transparent, and consistent with our legal and ethical obligations. Below is detailed information about the processes and systems to support you in understanding your privacy, and options available to you if you have concerns.

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1. Policy Commitment & Governance

Brisbane Psychologists complies with the following legislation and professional requirements, and this applies to all services, including website use, telehealth, and in person sessions.

- Privacy Act 1988 (Cth).
- Australian Privacy Principles.
- Notifiable Data Breaches Scheme (Privacy Act 1988).
- Child Protection Act 1999 (Qld).
- Domestic and Family Violence Protection Act 2012 (Qld).
- Psychology Board of Australia, AHPRA telehealth guidance, and Psychologist Code of Conduct (2025).
- Health Records retention requirements including Medicare Australia.

2. Confidentiality & Limits to Confidentiality

All personal information gathered during your services will remain confidential except when the prior approval has been given for the Psychologist to share and obtain information from others, or the below limits to confidentiality occur.

Limits to confidentiality:

1. Psychologists must comply with a valid subpoena or court order requiring release of information; or
2. Disclosure is authorised or required by legislation or law such as a mandatory reporting requirement involving suspicion of abuse (physical, current, or historical sexual abuse or assault, emotional/ psychological, exposure to current or past domestic and family violence); or
3. Failure to disclose the information would place the participant or another person at imminent and serious risk of harm.
4. Your psychologist may discuss support ideas or improvements in professional supervision to ensure high-quality care. Supervisors are also bound by confidentiality.

In these circumstances, only information necessary to reduce the risk or meet legal obligations will be shared. Furthermore, if it is appropriate and safe, the Psychologist will discuss any need to break confidentiality if it arises.

Disclosure to a Psychologist of a Very Serious Crime (NSW):

- Only in New South Wales does a psychologist have a legal obligation to report a crime disclosed to them by a client (Crimes Act 1901 [NSW]), and that obligation only applies to serious crimes which, if proven, could attract a penalty of five years or more jail time. However, prosecution for concealment of a serious crime cannot proceed without the approval of the Attorney-General if the knowledge about the crime was obtained in the course of practising as a psychologist. That tempering of liability also applies to a limited number of other professions (Crimes (General) Regulation 2005 [NSW]). It is anticipated that the Attorney-General would not give approval in circumstances where a psychologist was able to provide a reasonable explanation for not reporting the crime.
- However, if a psychologist is advised of a crime which has recently or will put a child at risk, the mandatory reporting requirements will apply. Note that child protection legislation is designed to protect children (up to the age of 18 years) in their current circumstances, and so crimes against children who have since turned 18 are unlikely to fall within these requirements.

Children & Young People

To ensure that psychological services and supports are provided safely, ethically, and in line with registration requirements and privacy law, the following consent requirements apply when working with children and young people:

- For children and young people under 18, consent is ordinarily provided by a parent or legal guardian before the first appointment, unless a court order specifies otherwise.
- If both parents share parental responsibility, both may need to provide consent. Parents are responsible for informing the practice of any relevant court orders.
- A young person under 16 may provide their own informed consent if they are assessed as having sufficient maturity and understanding (Gillick competence). In these cases, their consent can be accepted, and confidentiality will be respected within limits and duty of care requirements.

3. Information Sharing & Wrap Around Care

If you consent to information sharing, you will be asked to complete a Wrap Around Care Consent Form. We may receive information about you from other professionals or services involved in your care, such as your GP, school, insurer, or support coordinator.

Any information we receive is treated with the same level of confidentiality and stored securely as part of your clinical record.

For clients with a GP referred Mental Health Treatment Plan (MHTP), information sharing with your GP and Medicare is required, including a progress report being sent to the 6 and 10

sessions. Your consent for understanding this process will be confirmed by having you sign a consent for service form and wrap around care consent form. If you elect to have your Medicare rebate request being sent directly to Medicare through the online system (Halaxy), this will also mean that the date, time, and nature of the session (e.g., telehealth) will be sent to Medicare in order to facilitate your rebate being processed by Medicare.

For clients with NDIS plan managed funding, information sharing to the contact details provided by you will mean that the date, time, and nature of the session (e.g., telehealth) will be sent to plan manager in order to facilitate the invoice being paid. Alternatively, we can send the invoice to you and you can directly share to your NDIS plan manager.

4. Privacy & Security of Online Sessions

Telehealth sessions are conducted using Microsoft Teams, a secure and encrypted platform. The same confidentiality and privacy standards apply to telehealth sessions as to in-person appointments. We take all reasonable steps to protect your privacy; however, online communication carries inherent risks, such as another person overhearing your conversation if you are not in a private space. In case you share your device, we recommend deleting your browser history and logging out of Teams to ensure your privacy.

We also request for you to not on share your Teams link. We still protect for this situation by having a lobby activated and only the client will be admitted into the online therapy space.

We also recommend you book the session when you will be able to connect in a quiet, private location for your session, and we recommend you use headphones for increased privacy.

5. Purpose of Collecting Personal Information

As a service delivering psychology, we use personal information in order to provide you with ethical and best-practice care including to:

- Provide psychological assessment and or therapy,
- Tailor services to your needs, goals, and personal experiences,
- Maintain accurate clinical records as required by law and registration requirements,
- Communicate with you as needed,
- Coordinate care with others or professionals (with consent unless a legal or serious risk to safety),
- Process session costs,

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- Meet funding requirements including for Medicare, NDIS, or insurance,
- Fulfil legal, ethical, and professional obligations.

6. Types of Information We Collect & Hold

We collect personal information necessary to provide psychological services, meet legal obligations, and ensure appropriate and continuity of care. Information is stored once a client is referred and booked with an appointment, and includes:

- Name and date of birth,
- Gender and gender identity as shared by the client/ referrer,
- Contact details including address, phone, email,
- Cultural, religious, or accessibility information,
- Contact details for your emergency contact,
- Medical and mental health history,
- Where provided by you, credit card details for processing, and Medicare, NDIS, or funding details,
- NDIS Plans, Medicare Mental Health Treatment Plan (MHTP) or Progress Reports, previous reports or school academic records, Court orders or parenting arrangements where relevant and shared,
- Information from other professionals,
- Case notes, signed consent forms, wrap around care consent forms, copies of completed assessments, letters and reports, and therapeutic correspondence (where relevant to treatment),
- Photos of session activities or therapeutic materials (where relevant to treatment).

You may choose not to provide certain information, and this is a right you can hold. Please note around this situation that it is important to understand that by withholding information, this; can or may affect the quality or safety of the psychological support provided.

GP referred Mental Health Treatment Plan (MHTP): To support your referral follow up, we may respond to your GP if they directly provide your referral to support follow up, such as if missing details or no contact returned. We may also use HPOS to clarify your Medicare card or why a rebate has not returned to you.

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Website, Email Hosting, & Online Contact

Our website and email services are hosted by VentrailP Australia. VentrailP does not collect IP addresses or analytics data for tracking or marketing purposes. When you submit an online enquiry form through our website, the information you provide is encrypted and securely transmitted to us via our VentrailP-hosted email service.

We do not use social media platforms for clinical communication, and we are unable to guarantee the privacy or security of any contact made through third-party services outside our website. Some online directories and commercial websites may scrape publicly available information—such as psychologist contact details from professional registration boards—and republish this information without the psychologist’s knowledge or control.

Public Forums and Reviews

For your privacy, we do not recommend posting personal information on public forums (including Google Reviews). These platforms are publicly accessible, and we cannot control who views, stores, or shares information posted there, nor your confidentiality.

You are welcome to share feedback in your session, or by contacting our service either by phone (04165 502 772), email (admin@brispsych.com.au), or in writing via our website (www.brispsych.com.au/contact).

Non-Engaged Referrals:

If a GP or client provides a Mental Health Treatment Plan (MHTP) referral directly to our service but the individual does not return contact and no active consent is obtained and no sessions are attended, the following process will apply:

1. Non-Engagement

- If no response from the client/ primary contact named on the referral is received within 4-6 weeks, the referral will be marked as *non-engaged*.
- If the referral was sent directly to the service by the GP, the GP will be sent an email or letter to advise of the above.

2. Record Retention

- The referral and documentation of contact attempts will be retained for **2 years**, in accordance with Medicare administrative record-keeping requirements. These records are stored in a designated “Non-Engaged Referrals” folder.

3. Secure Destruction

- After the retention period, all associated documents will be securely destroyed in line with the usual data-handling and privacy obligations.

7. How We Collect Personal Information

In order to provide services, we may collect or be provided with personal information:

- Directly from you (in person, by phone, email, or website online enquiry),
- From parents, carers, or legal guardians when services engaged for a child or young person,
- From other professionals (e.g., GP, school, paediatrician) (and with consent where required),
- Through referrals directly to our service such as a GP sending a Mental Health Treatment Plan, or NDIS plans being provided.

8. How We Store & Secure Information

Your information is stored securely using the below systems:

- a. Halaxy: Halaxy is a secure online client management system with:
 - 256-bit bank-grade encryption,
 - Two-factor authentication,
 - Secure Australian data centres rather than overseas data storage,
 - Compliance with Australian privacy legislation,

If you choose to pay by card, your payment is processed securely through an encrypted third-party payment system. If you request Medicare-rebates to be automatically processed for you, we collect the information required to process your claim, and this is again processed through the encrypted third-party payment system that complies with the Australian Privacy Principles and maintains strong data security standards.

If NDIS invoices are paid by a plan manager, the invoice is sent securely through Halaxy to the contact details provided.

2. VentrailP email servers: VentrailP email servers are used in our service. This is a paid for email server and comes with greater protection than free email providers (e.g., Gmail, outlook).
 - Password-protected and access-restricted systems.

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- Electronic copies of sensitive or confidential information are sent as password-protected to ensure the secure sending of reports, letters, and documents.
- Emails with confidential information are transferred into PDF and added to the online client management system (Halaxy) and removed from the email server to enhance your piece of mind and privacy.

As mentioned above, if you send an enquiry through our website contact form, this information is not stored, and any information you provide is encrypted and securely transmitted to us via our VentralP-hosted email service. You are welcome to contact us via phone if you prefer.

9. Requesting Access or Corrections

Requests for access to information can be made directly to the Psychologist within your session or appointment, or by contacting the service by phone (04165 502 772), email (admin@brispsych.com.au), or in writing via our website (www.brispsych.com.au/contact).

Parents/ Legal Guardians: Parent/s and legal guardians may request access to information about the psychological record or request corrections, subject to legal, ethical, and clinical considerations. In responding to these requests, Psychologists must balance a child or young person's right to privacy with parental responsibility, and access may be limited where releasing information could impact the client's safety, wellbeing, or therapeutic relationship.

When a request is made to access information held by the psychologist, the psychologist will discuss the purpose of the request with you and outline the available options for accessing your information. Where appropriate, you may be offered the opportunity to review the material together during a session. This approach supports your understanding of any clinical terminology, professional language, or legally required content that may appear in your file and helps ensure the information is interpreted accurately and emotional support extended if any of the content raises past experiences &/or distress. This session will need to be booked and incur fees as per usual service delivery.

Young people: Young people may also request access to information about the psychological record or request corrections. This will be considered with factors such as their age, maturity, and the nature of the information requested, and consideration for the impact to the client or participants safety, wellbeing, or the ongoing therapeutic relationship.

10. Record Retention & Archiving

Psychological records must be stored securely and retained for the minimum periods required by the Psychology Board of Australia and relevant privacy legislation. As of 2026:

- Children and adolescent participants under 18 years at onset: records must be retained until 7 years after the participant turns 25 years of age. In most circumstances, this means records are retained until the participant is age 32 years.
- Adult participants over 18 years of age at onset: records must be retained for at least 7 years from the date of the last entry.

We also voluntarily adopt the processes recommended by the Council of Australasian Archives and Records Authorities (CAARA) and the National Archives of Australia's Records Authority for Child Sexual Abuse Incidents and Allegations that recommends any records that may be relevant to an actual or alleged incident of child sexual abuse being retained and not destroyed. These principles ensure records remain available for survivors and for legal processes.

11. Data Breach Response

This process is outlined within the services Data Breach Response Plan.

12. Feedback or Complaints about Privacy

If you have any questions or concerns about services received, please feel welcome to firstly raise these with the Psychologist. Feedback or concerns are welcomed, and in session the psychologist can understand these and explore options keeping in mind your ongoing support needs. We also welcome concerns to be raised as they occur or within the next session. You are also able to share feedback or make a complaint by contacting our service either by phone (04165 502 772), email (admin@brispsych.com.au), or in writing via our website (www.brispsych.com.au/contact).

Otherwise, if you do not feel your concerns about the conduct of the psychologist have not been addressed, clients are able to contact the Australian Health Practitioner Regulation Agency (AHPRA) at www.ahpra.gov.au.

If you do not feel your concerns about your privacy have been addressed, clients can direct these to the Office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au/>.

Participant/ Participant's representative can also request further information about feedback

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and complaints by contact the National Disability Insurance Scheme on 1800 035 544, visiting one of the NDIS offices in person, or visiting the NDIS website <https://ndis.gov.au/participants>.

13. Changes to this Privacy Policy

This policy is current as of March 2026. Any updates will be published on our website here <https://brispsych.com.au/privacy-policy>. Copies of this policy are also available by contacting our service either by phone (04165 502 772), email (admin@brispsych.com.au), or in writing via our website (www.brispsych.com.au/contact).

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