

# Your personal information

## Records & Notes

We understand the information we collect is often of a highly sensitive nature.

Your personal record will include information gathered during your assessment which allows us to plan an appropriate course of treatment for you. It will also contain notes about subsequent sessions you attend.

All records and notes taken in session are compliant with the highest privacy standards to keep all personal information secure and protected. All information is stored electronically and is password protected on several levels.

You can access your personal information held by the practice at any time through the portal logins you are provided.

# Visit us

## Physical Clinic

St James Trust Building  
185 Clarence Street, Sydney

## Virtual rooms

[www.penhaligons.com.au/login](http://www.penhaligons.com.au/login)



Bronwyn Penhaligon  
PRINCIPAL THERAPIST

[www.penhaligons.com.au](http://www.penhaligons.com.au)

Book your session online.  
Our clinic is wheelchair accessible.  
Video / telehealth bookings available.



# Privacy

## YOUR RIGHTS IN CLINIC



Scan here  
to book online

# Beginning treatment

## Collecting personal information

As part of providing a psychological service to you, we need 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 services to you.

This collection of personal information will be a necessary part of the assessment and treatment that is conducted. Your informed consent will be obtained before any treatment is initiated and you may withdraw from treatment at any time without prejudice.

## Scope & Duty of Care

We ask about your medical history to ascertain the appropriateness of treatment. Our duty of care includes the obligation to stay within the scope of our practice.

Should your therapist believe your presenting issue is out of scope, you will be referred for further support or treatment they may find useful.

# Privacy & Confidentiality

## Privacy

Your personal information is gathered as part of your assessment and treatment and is kept securely.

In the interests of your privacy, only your treating therapist and authorised personnel of the practice can access this information (as necessary).

It is important you know that your privacy is protected at all times, and that our team follow strict guidelines for professional conduct which include confidentiality. A more detailed description is provided in our Privacy Policy, which can be obtained from our website.

## Confidentiality

There are some limits to confidentiality, which means that your therapist will need to breach your privacy in situations where:

- There are concerns about your immediate safety or the safety of others
- Your information is subpoenaed by a court of law
- There is a legal obligation to do so, i.e. you disclose information regarding involvement or knowledge of a criminal offence/police investigation that has not been brought to the attention of the police.

# Legal & Ethical Framework

## Informed Consent

For consent to be truly informed and for therapy to begin, the therapist must be satisfied that the client sufficiently understands what they are voluntarily and rationally consenting to, what is confidentiality, and when breaches of confidentiality may occur.

It is also important clients are informed about the risks of therapy and the costs of therapy prior to or in the early stages of therapy.

Your treating therapist will seek your consent prior to commencing each booked session.

## Ethical Code of Practice

Our clinic adheres to the Code of Ethical Conduct and Practice set out by the **International Strategy of Psychotherapists Association** (Inc), referred to as ISPA. A copy of the full document can be retrieved from our website.