



Informed Consent Policy

Last updated: 07/08/2025

This policy outlines the key principles of informed consent at Time & Space Psychology. It is intended to help you (or your child) make an informed decision about engaging in therapy and/or psychological assessment with us.

Consent is not a one-time event — it's an ongoing, collaborative agreement that can be updated or withdrawn at any time. We encourage open questions at any stage, and you are welcome to request a copy of this policy at any time.

1. What is Informed Consent?

Informed consent is a process that ensures you understand the nature of psychological services, including:

- What therapy or assessment involves
- Any potential risks, limitations, or uncertainties
- Your rights and responsibilities as a client
- What will happen with your personal information
- How fees and cancellations work

2. Nature of Psychological Services

We provide a range of psychological services including:

- Individual therapy for children, adolescents, and adults
- Parenting support and family collaboration
- Diagnostic assessments for Autism, ADHD, and learning differences
- School consultation and collaborative care planning

All services are provided by registered psychologists working within their scope of training and experience. We aim to offer flexible, inclusive, and neuro-affirming care, tailored to each client's goals, identity, and pace.

3. Benefits and Risks

Psychological services can offer meaningful support, including:

- Increased understanding of emotions, behaviour, and neurodivergence
- Enhanced coping strategies and communication
- Greater clarity around diagnoses and support needs

However, there are also potential risks. You (or your child) may experience:

- Emotional discomfort when discussing difficult topics
- Temporary increases in distress as part of the therapeutic process
- Outcomes that differ from your expectations, particularly during assessments

We will always do our best to work safely and collaboratively with you to minimise distress and adapt the process to your needs.

4. Confidentiality and Information Sharing

We are committed to maintaining your confidentiality. Information you share with us is treated with respect and kept private, except in the following situations:

- There is a serious risk of harm to yourself or others
- We are legally required to report (e.g. child protection concerns)
- We receive a valid court order or subpoena
- You give us written consent to share information with others (e.g. GP, teacher, NDIS team)

We support confidentiality in the therapeutic relationship with children and adolescents, and will only share information with caregivers when appropriate and agreed upon — unless there is a safety concern or legal obligation.

For details on how we manage confidentiality with minors and share information with parents in separated custody situations, see our [Working with Minors, Parents & Custody Policy](#).

5. Records and Privacy

We store client records (e.g. intake forms, session notes, assessments) securely using encrypted platforms compliant with Australian privacy legislation (including the Privacy Act 1988). Only your treating psychologist (or a delegated team member, where applicable) can access your information, and all access is securely logged.

You have the right to:

- Request access to your records
- Ask questions about how your data is managed
- Withdraw or limit consent for information sharing

You can read our full [Privacy & Confidentiality Policy](#) on our website or request a copy anytime.

6. Telehealth Services

Most of our sessions are offered via secure, encrypted video conferencing (Microsoft Teams). Telehealth allows greater access and flexibility, but may not be suitable in all situations (e.g. high risk, lack of privacy, or technical barriers). We'll work with you to determine what feels right.

You can read our [Telehealth Policy](#) on our website for more information about safety, setup, and privacy when using online services.

7. Interpreter Support

We are committed to making our services accessible and inclusive. If you or your child requires an interpreter for therapy or assessment, we can help arrange a qualified professional interpreter, including through the Translating and Interpreting Service (TIS National) or other accredited services.

We strongly recommend against using family members or friends as interpreters, as this may affect the accuracy, privacy, and emotional safety of sessions. Professional interpreters are trained to maintain confidentiality, avoid conflicts of interest, and translate in a neutral and respectful manner.

Please let us know if you would like to explore interpreter options. There is no additional cost for interpreter services in many circumstances, including when funded through eligible government supports (e.g. NDIS or Medicare plans).

8. Audio or Video Recording (if applicable)

Occasionally, we may request your consent to:

- Use secure AI transcription tools for clinical note-taking
- Record parts of an assessment session for clinical observation purposes

These recordings:

- Are never stored long-term or used for training without explicit written consent
 - Are processed using secure platforms that comply with healthcare privacy standards
 - Are always optional — you may opt out at any time without affecting your care
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9. Fees, Rebates, and Cancellation

All fees, rebate eligibility, and cancellation policies are outlined clearly on our website and in our [Fee & Cancellation Policy](#). You will also be reminded of these policies at intake.

By consenting to services, you agree to:

- Pay the session fee on the day (unless another arrangement is made)
- Provide at least 24 hours' notice for cancellations to avoid a fee
- Let us know if you need to discuss payment plans or options

We offer Medicare rebates (if eligible), private health invoices, and NDIS support for self- and plan-managed clients.

10. Your Rights and Responsibilities

You have the right to:

- Ask questions at any time
- Decline or withdraw from services without penalty
- Request a break or change in approach
- Be treated with respect and cultural sensitivity
- Be referred elsewhere if we are not the right fit for your needs

We ask that you:

- Let us know about any changes to your contact or funding information
- Attend sessions on time and communicate about cancellations
- Let us know if you feel unsafe, unsure, or need to pause

If you are not satisfied with the outcome of a concern or complaint, you can also contact AHPRA or your state's health complaints body. See our [Complaints & Feedback Policy](#) for details.

11. Consent for Children and Adolescents

For clients under 18, informed consent is typically provided by a parent or legal guardian.

- In most shared custody situations, we require consent from both parents/guardians unless a court order specifies otherwise
- We ask families to provide copies of parenting orders or other legal documents to confirm decision-making authority
- Where appropriate, we also seek **assent** from the young person and involve them in understanding and agreeing to services

For full details on how we work with minors, parents, and custody arrangements, see our [Working with Minors, Parents & Custody Policy](#).

12. Questions or Concerns

If you ever feel unsure about any part of the process — from therapy goals to assessment outcomes to how your information is handled — we encourage you to speak with us. You can also:

- Request changes to your consent or preferences at any time
- Access your information
- Provide feedback, including formal complaints

We are committed to respectful, collaborative care and will always take your concerns seriously.

This policy should be read alongside our [Privacy & Confidentiality Policy](#), [Fee & Cancellation Policy](#), and [Working with Minors, Parents & Custody Policy](#), which outline how we manage consent, information sharing, and legal responsibilities when working with young clients.