



Record-Keeping Policy

Last updated: 07/08/2025

At Time & Space Psychology, we are committed to maintaining accurate, secure, and ethically managed records for all clients. This policy outlines how we collect, store, protect, and manage client information in line with Australian legislation and professional guidelines.

1. What Records We Keep

We maintain clear and relevant records of our work with clients, which may include:

- Completed intake forms
- Clinical session notes
- Assessment data and reports
- Correspondence (e.g. emails, letters to professionals)
- Consent forms and service agreements

These records help us provide consistent, high-quality care and meet our ethical and legal obligations as registered psychologists.

1a. AI-Assisted Note-Taking & Temporary Recordings

To support accurate documentation, we may occasionally use secure AI-powered tools to assist with note-taking. If this applies:

- Audio may be briefly recorded and transcribed using encrypted, healthcare-compliant software
- Recordings are stored temporarily and deleted once session notes are finalised
- Recordings are never shared, retained long term, or used for any purpose beyond clinical documentation

- Clients can opt out of AI-assisted note-taking at any time without it affecting their care

For certain assessments (e.g. play-based or language observations), we may request separate consent to video record a session. These recordings are used only for clinical purposes and deleted once no longer required.

For further details, see our [Privacy & Confidentiality Policy](#).

2. How Records Are Stored

All records are stored securely using encrypted, privacy-compliant platforms:

- **Halaxy** – our primary encrypted client management system
- **Microsoft OneDrive** – used for assessment reports and clinical resources, with secure access controls

We do not store client records on personal devices or unprotected systems. Only your treating psychologist (and any clinicians involved in your care at Time & Space Psychology) can access your file.

For more on our systems and safety practices, see our [Digital Access & Cyber Safety Policy](#).

3. How Long We Keep Records

In accordance with the **APS Code of Ethics** and Australian privacy legislation, we retain records for:

- **Seven (7) years** after your final contact with the service; or
- **Until age 25** for clients under 18 at the time of service — whichever is longer

After this period, records are securely deleted or destroyed in line with privacy regulations.

You can also view our [Privacy & Confidentiality Policy](#) for further details on disposal processes.

4. Access to Your Records

You have the right to request access to your personal information. If you'd like to do so, please speak with your psychologist directly. We may discuss:

- What information you're seeking

- How it will be shared (e.g. full file, summary, supported discussion)
- What format feels most helpful and accessible

We do not release records to third parties (e.g. schools, GPs, support coordinators) without your written consent, except in the rare circumstances outlined in our [Privacy & Confidentiality Policy](#).

5. Sharing Information with Third Parties

We only share information with other professionals (such as schools, doctors, or NDIS teams) when:

- We have received your written consent
- You have completed an **Authority to Share Information** form
- The form specifies who we can contact and what we can share

This consent remains valid for **12 months**, unless you withdraw it earlier in writing. You're welcome to update it at any time. This ensures all communication is transparent, safe, and aligned with your preferences.

Learn more in our [Informed Consent Policy](#).

6. Corrections and Updates

If you believe any part of your record is inaccurate, incomplete, or out of date, you are welcome to request a correction. We'll review it with you and update your file as appropriate.

7. Questions or Concerns

If you have any questions about how your records are kept, stored, or shared, we encourage you to:

- Speak directly with your psychologist
- Or email us at admin@timeandspacepsychology.com.au

You may also find helpful information in our:

- [Privacy & Confidentiality Policy](#)
- [Informed Consent Policy](#)
- [Complaints & Feedback Policy](#)
- [Digital Access & Cyber Safety Policy](#)