



Informed Consent Policy

Last updated: 01/05/2026

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Consent is not a one-time event — it is an ongoing, collaborative agreement that can be updated or withdrawn at any time. We encourage open questions at any stage.

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 Its Limits

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

- **Risk of serious harm, including suicide or self-harm:** If we assess that you or someone else is at serious and immediate risk of harm — including suicide or significant self-harm — we may need to take action to keep you safe. This may include contacting emergency services, a nominated support person, or relevant authorities. We will always try to discuss this with you first where it is safe to do so, but we cannot guarantee confidentiality in genuine safety emergencies.
- **Mandatory reporting:** We are legally required to report concerns about child abuse, neglect, or harm under the Child Protection Act 1999 (Qld) and equivalent legislation in other states. This obligation cannot be overridden by client or parental request.
- If we receive a valid court order or subpoena
- If 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, see our [Working with Minors, Parents & Custody Policy](#).

5. Records and Privacy

We store client records 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.

You have the right to request access to your records, ask questions about how your data is managed, and withdraw or limit consent for information sharing.

See our full [Privacy & Confidentiality Policy](#) for details.



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.

See our [Telehealth Policy](#) for more information.

7. Interpreter Support

If you or your child requires an interpreter, we can help arrange a qualified professional interpreter including through the Translating and Interpreting Service (TIS National). We strongly recommend against using family members or friends as interpreters, as this may affect accuracy, privacy, and emotional safety. Please let us know if you would like to explore interpreter options.

8. Audio, Video, and AI-Assisted Documentation

Occasionally, we may request your consent to use the following:

- **AI transcription tools:** Audio may be briefly recorded and transcribed using encrypted software. Recordings are deleted once notes are finalised and are never retained long-term or used for AI training.
- **AI writing assistance:** We may use AI tools to help draft or structure clinical documents. Content is always reviewed, edited, and approved by your treating psychologist before being finalised. We de-identify information wherever possible.
- **Video recording for assessment purposes:** For certain assessments, we may request consent to record a session. These recordings are used for clinical purposes only and deleted once no longer required.

All AI-assisted documentation and recordings are optional. You may opt out at any time without it affecting your care.

9. Fees, Rebates, and Cancellation

All fees, rebate eligibility, and cancellation policies are outlined in our [Fee & Cancellation Policy](#).

By consenting to services, you agree to pay the session fee on the day, provide at least 24 hours' notice for cancellations, and let us know if you need to discuss payment options.



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, and be referred elsewhere if we are not the right fit.

We ask that you let us know about any changes to your contact or funding information, attend sessions on time, communicate about cancellations, and let us know if you feel unsafe or need to pause.

11. Dual Relationships

A dual relationship occurs when a psychologist has a personal or pre-existing connection with a client outside the professional relationship — such as a friend, family member, or close social contact.

As a general principle:

- We do not provide therapy to close friends, immediate family members, or close associates of practitioners at this practice, as this can impair professional objectivity and create ethical risks for both the client and the practitioner.
- For more distant or context-dependent relationships, we assess each situation carefully, considering the nature of the relationship, the type of service, geographic distance, and whether objectivity can reasonably be maintained.
- Where a pre-existing relationship is identified, this will be discussed openly with you. If we determine that the relationship creates a conflict that cannot be managed safely, we will arrange a referral and support your transition to another provider.
- If a pre-existing relationship only comes to light after services have commenced, we will review the situation promptly and document our reasoning.

This approach is consistent with APS Code of Ethics guidance on multiple relationships and conflicts of interest.

12. Returning Clients

If you have previously worked with one of our psychologists at a different practice, or are returning to Time & Space Psychology after a period of absence:

- A new service agreement and fresh informed consent are required before services recommence, regardless of any prior therapeutic relationship.
- We may not have access to records from a previous practice. If relevant historical information would support your care, we can assist you in requesting those records with your consent.

- Any prior relationship will be acknowledged respectfully, and your previous experience will inform how we approach your current goals — but the clinical relationship begins fresh at this practice.
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13. 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 or guardians unless a court order specifies otherwise. Where appropriate, we also seek assent from the young person and involve them in understanding and agreeing to services.

Mature Minors

In some circumstances, an adolescent may be able to consent to psychological services independently, without parental involvement. This is sometimes referred to as the mature minor principle or Gillick competence, and is recognised under Australian health law.

We may consider an adolescent capable of independent consent if they demonstrate sufficient maturity to understand the nature, purpose, risks, and benefits of the proposed service. Where an adolescent consents independently, their right to confidentiality is generally the same as an adult client's. We will discuss with the young person whether and how to involve their family, and will support them in making that decision.

For full details, see our [Working with Minors, Parents & Custody Policy](#).

14. Questions or Concerns

If you ever feel unsure about any part of the process, we encourage you to speak with us. You can also request changes to your consent or preferences at any time, access your information, or provide feedback including formal complaints.

This policy should be read alongside our [Privacy & Confidentiality Policy](#), [Fee & Cancellation Policy](#), and [Working with Minors, Parents & Custody Policy](#).