



Third Party Requests Policy

Last updated: 01/05/2026

At Time & Space Psychology, we take your privacy seriously. This policy outlines how we manage requests for information from third parties — including schools, healthcare providers, legal representatives, government agencies, and family members who are not legal guardians.

We are committed to protecting client confidentiality and upholding the ethical standards set by the Australian Psychological Society (APS) and the legal requirements under the Privacy Act 1988 (Cth).

1. Information Will Not Be Shared Without Consent

We do not share personal, clinical, or psychological information with any third party without informed, written consent — unless legally required. This includes assessment or therapy reports, clinical notes or session summaries, diagnosis or treatment details, and confirmation of attendance.

Clients (or legal guardians) have the right to decide who we can share information with, what information can be shared, and how long the consent remains valid. For clients under 18, we only share information with parents or guardians who hold legal decision-making authority. Consent can be withdrawn at any time.

2. Multidisciplinary Teams and Case Conferences

We regularly collaborate with other health professionals including occupational therapists, speech pathologists, support coordinators, GPs, and school staff. When participating in team meetings or case conferences:

- We will only attend or contribute if we have your written consent to do so
- Information shared will be limited to what is clinically relevant and what you have specifically authorised
- We will discuss with you what will be shared before the meeting where possible
- Notes or summaries from team meetings may be recorded in your clinical file

We will not share detailed clinical notes, session content, or assessment data in a group setting without explicit consent for that specific purpose.

3. When Information May Be Shared Without Consent

There are rare situations where we may be legally or ethically required to disclose information without client consent, including if there is a serious and immediate risk to the safety of the client or others (including risk of suicide or significant self-harm), if required by law (e.g. court subpoena or warrant), or if we are required to report concerns about child abuse or neglect. Whenever possible, we will aim to discuss the situation with you beforehand.

4. How to Authorise Information Sharing

To give permission for us to share information, you (or your legal guardian) can complete our Authority to Share Information Form, or provide consent during the intake process if the recipient is already known. Authorisation must include the name and role of the person or organisation, the purpose of the request, and the type of information to be shared. We are unable to release information based on verbal permission or implied consent alone.

5. When Third Parties Contact Us Directly

If a third party contacts us to request information, we will not confirm or deny whether someone is a client, will not release any information without prior written consent, and will inform the client (or parent/guardian) of the request and seek clear instruction where appropriate.

In separated or high-conflict family contexts, we manage these requests in line with our [Working with Minors, Parents & Custody Policy](#), and may request court documentation before proceeding.

6. Questions or Clarifications

If you have any questions about information sharing, privacy, or coordinating care across services, you are welcome to raise this with your psychologist at any time.