



Privacy Policy & Management of Personal Information

This document describes the privacy policy of Crescent Psychology for the management of clients' personal information. The psychological services provided are bound by the legal requirements of the Australian Privacy Principles under the Privacy Act 1988 (Cth).

Client information

Client information is stored securely using encrypted, password-protected electronic systems. This may include personal and health information collected to provide psychological services. Access to client information is restricted to the treating psychologist and used solely for the purpose of care.

Collection and use of personal information

Personal information is collected when clients engage with Crescent Psychology, including during bookings, consent processes, electronic correspondence, telehealth sessions, and psychological assessment and treatment. With client consent, information may also be received from other professionals or agencies involved in care.

This information is collected and used to provide psychological services, including assessment, treatment planning, and ongoing care, and is retained to document clinical work, support continuity of care, and meet professional and legal obligations.

Consequence of not providing personal information

If required personal information is not provided, Crescent Psychology may be unable to offer appropriate or effective psychological services.

Disclosure of personal information

All personal information collected during the provision of services is treated as confidential and will not be disclosed except where:

1. disclosure is required or authorised by law (e.g. subpoena or court order); or
2. failure to disclose would, in the reasonable belief of the psychologist, place the client or another person at serious risk to life, health, or safety; or
3. the client (or a parent/guardian legally authorised to act on their behalf) has provided written consent for disclosure, including to:
 - a) provide a written report to another professional or agency (e.g. GP, school, lawyer, NDIS);
 - b) discuss information with another party (e.g. parent, health provider, third-party funder);
 - c) engage in professional consultation or supervision to support quality clinical care (with identifying details removed where possible); or
 - d) disclose information for a purpose directly related to the primary purpose for which it was collected.

Client information is not disclosed to overseas recipients unless the client provides consent or disclosure is otherwise required by law. Client information is not used, sold, rented, or disclosed for any other purpose.

Data breaches

In the event of unauthorised access, disclosure, or loss of personal information, Crescent Psychology will activate its data breach response procedures and take all reasonable steps to minimise the risk of serious harm, in accordance with legal and professional obligations.

Practice continuity and contingency planning

Crescent Psychology has a professional contingency plan in place to ensure the secure management of client information and continuity of care in the event that the psychologist is temporarily or permanently unable to practice due to illness, incapacity, or other unforeseen circumstances.

This plan includes arrangements for secure access to client records, appropriate handover or referral of care where required, and communication with clients, while maintaining confidentiality and professional standards at all times.

Access to and correction of personal information

Clients may request access to, or correction of, their personal information at any time. Requests should be made to Crescent Psychology in writing. Access may be provided through discussion or by providing a copy of records, subject to exceptions outlined in the Privacy Act 1988 (Cth). If information is found to be inaccurate, incomplete, or out of date, reasonable steps will be taken to correct it. Requests will be responded to in writing within 21 days, and an appointment may be offered if clarification is required.

Concerns and complaints

If clients have concerns about how their personal information is managed, they are encouraged to raise these with Crescent Psychology in the first instance. If concerns cannot be resolved, clients may lodge a complaint with the Office of the Australian Information Commissioner (OAIC), which oversees privacy matters in Australia.