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**Collection Statement**

In the course of providing psychological care, we collect personal information either from you, a parent/guardian or legal authority. In some circumstances, personal information may also be collected from other sources such as health, education or government providers. The information collected allows us to ensure you receive the best and most personalised care possible while you are a client at Lighthouse Health and Education. It also allows us to send reports, summaries and reviews to other invested health care providers, and provide relevant information and advice to you. If such information is not collected, the psychological service may not be able to be provided to you. At times we may need to share information about you with other health care providers such as your GP, or if it is necessary to protect personal or public health and safety. At other times, we may be required to by law. Otherwise, we will not share your personal information with a third party without your consent. Our Privacy Policy contains information on how to access or correct the personal information we hold about you, as well as how to make complaints regarding process or privacy. If you have any questions regarding the collection of your personal information by Lighthouse Health and Education, please don’t hesitate to contact us.

**Charter of Client Rights**

Before an individual can work as a psychologist in Australia the psychologist must be registered with the Australian Health Practitioners Regulation Authority (AHPRA). Psychologists can also choose to be a member of the [Australian Psychological Society](http://www.psychology.org.au/) (APS). The APS is the largest professional association of psychologists in Australia, with a comprehensive Code of Ethics and Ethical Guidelines. **As a client of a psychologist at Lighthouse Health and Education, you have the right to expect that:**

* You will be treated with respect
* You will receive a clear explanation of the service you will receive
* Your consent for any service will be sought by the psychologist prior to the service commencing and as it progresses
* You will receive an explanation about the nature and limits of confidentiality surrounding the service
* You will be clear about the goals you and the psychologist are working toward
* You will receive competent and professional service
* You will receive a clear statement about fees
* An estimate of the number of sessions required to achieve your goals will be discussed
* You will receive a service free from sexual harassment
* You will be shown respect for your cultural background and language tradition

***NOTE:***

If you have any concerns about the above matters, discuss them with your psychologist directly. If you are unsatisfied with the outcome of this discussion, we recommend you request a meeting with the Director of Lighthouse Health and Education. If you have further concerns, we suggest you call the [Australian Health Practitioners Regulation Authority (AHPRA)](http://www.psychreg.vic.gov.au/store/) on 1300 419 495.