



## FBG Client Consent form

This form explains your rights and what you can expect when you receive psychological services from FBG. It covers how your personal information will be collected, used and protected, and what happens if you choose to share information with others. Please review this document carefully and speak with your Clinician if you have any questions.

### 1. Your Rights

- **Respect and Dignity:** You will be treated with respect, dignity and without discrimination.
- **Clear Information:** You have the right to receive clear explanations about services and any potential risks or benefits.
- **Informed Consent:** You have the right to ask questions and make informed decisions about your care, including the right to withdraw consent at any time.
- **Privacy and Confidentiality:** Your personal information will be kept private and confidential, except where disclosure is required as set out in section 3 below.
- **Access to Records:** You may request access to your personal information and records, subject to legal exceptions.
- **Feedback and Complaints:** You have the right to provide feedback or make a complaint about your care without fear of negative consequences.
- **Support:** You may have a support person (such as a family member or advocate) involved in your care, if you wish.
- **Cultural Safety:** You have the right to culturally safe and responsive services. Please let us know about any cultural, language or accessibility needs.

### 2. Storage and Access to Information

Your clinical records will be retained in line with State and Commonwealth Law and the Psychology Board of Australia (AHPRA) code.

- Records will be retained for a minimum of 7 years from the last date of service (or until you turn 25 if you were under 18 at the time of your last service), in accordance with legal and professional requirements. The records of First Nations people are retained indefinitely where legislated.
- Your information is stored securely and only accessed by authorised staff.
- If you have concerns about the accuracy of your information, please discuss this with us.
- If the service closes or relocates your records will be managed in accordance with relevant legislation and guidelines, including those governing privacy, health and/or other health records.

For more details, see our Privacy Policy – FBG Group Pty Ltd. or speak with your Clinician.

### 3. Collection, Confidentiality and Sharing Information

All personal information gathered by your Clinician during the provision of service will remain confidential within the FBG team.

Your information is confidential except in these situations:

- With your consent (e.g., sharing with your GP, family, or other professionals).
- When required by law (e.g., court subpoena, mandatory reporting).
- To lessen or prevent a serious threat to life, health or safety.
- For professional supervision or training (wherever possible with your consent and de-identification).
- Peer consultation within FBG where necessary for the purposes of service delivery.
- If you are receiving critical incident assistance your information may be shared with your employer for reporting purposes.

If information needs to be shared, we will discuss this with you if practical and seek your permission whenever possible. You will be informed of the purpose, method, and duration of any information sharing, and you may refuse to consent to any such disclosure (except where such disclosure is required or authorised by law or court order).

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#### 4. Service Environment

Services are provided in a private and confidential setting. If privacy cannot be ensured (e.g., telehealth, shared spaces), you will be informed of the risks and your consent to proceed will be sought.

#### 5. Cancellations

If you need to cancel or reschedule your appointment, please give at a minimum 24 hours' notice. Cancellations within 24 hours of your appointment will be deducted from your allocated session entitlement.

#### 6. After hours support

- FBG is available 24/7 on 1300 326 941
- Lifeline is available on 13 11 14
- In an emergency, call 000 or go to your nearest hospital.

#### 7. Complaints

If you have concerns or wish to make a complaint, please discuss this with your Clinician or contact us at:

Contact – FBG Group Pty Ltd.

#### 8. Unauthorised Access and Data Breaches

If there is a breach of your information, we will assess the situation and take steps to protect your welfare, in line with the [Privacy Policy – FBG Group Pty Ltd.](#)

#### 9. Consent Period and Review

Providing consent is voluntary and at your discretion, however withholding consent may negatively impact upon the ability of FBG to provide services to you. Your Clinician can discuss this with you further if you have concerns around providing consent. Please also note, where you consent:

- Your consent is valid indefinitely, unless expressly withdrawn.
- Your consent will be reviewed if the nature of your service changes or at your request.
- You can withdraw consent to psychological services or to the use of your personal information at any time. If you choose to withdraw consent, you will be informed about any implications for ongoing or future services.

#### 10. Consent for Services

By signing this form, replying with electronic/digital, verbal or by otherwise indicating your consent you agree to the conditions outlined in this consent form. Your Clinician will explain your service, the benefits and any potential risks. Please ask questions if anything is unclear.

<p>I have read and understood this consent form:</p>  <p>Client Name: _____</p>  <p>Signature: _____</p> <p>Date: _____</p>	<p>If signed by Parent/Guardian/Representative:</p>  <p>Relationship: _____</p> <p>Printed Name: _____</p>  <p>Signature: _____</p> <p>Date: _____</p>
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