Charter for clients of APS psychologists

All psychologists are legally required to be registered in Australia, which means your psychologist is a health practitioner registered with the Psychology Board of Australia.

Only people with this registration are allowed to call themselves psychologists. Your psychologist is also a member of the Australian Psychological Society, the largest professional organisation for psychologists in Australia. These safeguards mean that your psychologist is properly trained and ensures that you receive high quality, ethical care.

This charter sets out what you can expect from your APS psychologist. It also sets out how you can provide any feedback about their service.

As a client of an APS psychologist, you have the right to:

- Be treated with respect at all times
- Feel safe that your cultural identity, beliefs and diversity are respected
- Receive a clear explanation of any services provided and the options available to you
- Agree to the terms of the service before it is provided and withdraw your consent at any time
- Work with your psychologist to set goals for the service which may include a discussion about the number of sessions that may be required
- Ask any questions about services provided
- Receive a quality, evidence-based service from a highly skilled psychologist, who is ethical and trustworthy
- Have family or other support people involved in your care if you choose
- Have your personal information held securely and kept confidential
- Be informed of when information might be shared without your consent
- Have all costs, including cancellation fees, clearly explained

You can help your psychologist provide the best care by:

- Providing accurate information about your situation
- Treating your psychologist and other staff with respect
- Providing your psychologist with any feedback you have about their service

You can provide feedback:

Your psychologist values your feedback, whether your experience has been positive or there are things which could be improved. If you have any concerns about your treatment, please discuss them with your psychologist first. If you are unable to do so, you may be able to contact the clinic, agency or organisation where they work.

If you have concerns about the conduct of your psychologist, and wish to make a formal complaint, you can contact the Australian Health Practitioner Regulation Agency (Ahpra) on 1300 419 495 or visit ahpra.gov.au

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