

POLICY

Informed Consent/Service agreement Policy



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Informed Consent & Service Agreement Policy

Purpose of this Policy

This policy outlines how informed consent is obtained and maintained within the therapeutic relationship. It is designed to ensure that clients clearly understand the nature of services provided, their rights and responsibilities, and the boundaries and expectations of therapy. Informed consent is an ongoing process and reflects a commitment to transparency, respect, and client-centred practice.

What Informed Consent Means

Informed consent means that clients:

- Understand the nature and purpose of the services offered
- Are aware of the potential benefits and risks of therapy
- Know their rights, including the right to ask questions or withdraw consent
- Agree voluntarily to participate in services

Consent is not a one-off event. It is revisited throughout the therapeutic relationship as circumstances, goals, or services change.

Nature and Scope of Services

Therapeutic services may include assessment, counselling, psychoeducation, advocacy, and support tailored to individual needs. Therapy is a collaborative process and outcomes cannot be guaranteed.

Services provided are within the practitioner's scope of practice and professional competence. If a client's needs fall outside this scope, referrals to appropriate services may be discussed.

Voluntary Participation

Participation in therapy is voluntary. Clients may choose to stop or pause services at any time. Ending therapy will not affect a client's right to access other services or supports.

Client Rights

Clients have the right to:

- Be treated with dignity, respect, and cultural safety
- Be actively involved in decisions about their care
- Ask questions and seek clarification at any time
- Access their records in accordance with privacy legislation
- Provide feedback or make a complaint without fear of negative consequences

Client Responsibilities

Clients are encouraged to:

- Attend sessions as scheduled or provide appropriate notice if unable to attend
- Engage honestly and respectfully in the therapeutic process
- Provide relevant and accurate information where possible
- Communicate any concerns about the service or therapeutic relationship

Confidentiality and Privacy

Client information is handled in accordance with the Privacy Act 1988 (Cth) and relevant professional standards. Information shared in therapy is confidential, with limits where there is a legal or ethical obligation to disclose information, including:

- Risk of serious harm to the client or others
- Mandatory reporting obligations (e.g. child protection)
- Legal requirements such as subpoenas

Further detail is outlined in the Confidentiality and Privacy Policy.

Information Sharing and Reports

Information will not be shared with third parties without informed consent, except where required by law. Where reports, letters, or communication with other professionals are requested, consent, purpose, and any applicable fees will be discussed in advance.

Fees, Billing, and Cancellations

Fees, billing arrangements, and cancellation requirements are outlined in the Ethical Billing Policy and Cancellation & Non-Attendance Policy. Clients are encouraged to discuss any financial concerns openly.

Telehealth Services

Where services are provided via telehealth, clients will be informed of potential limitations and privacy considerations. Clients are responsible for ensuring they are in a private and safe environment during sessions.

Complaints and Feedback

Clients are encouraged to raise concerns directly so they can be addressed promptly and respectfully. Information about making a complaint is outlined in the Complaints & Feedback Policy.

Ongoing Consent

Consent is reviewed throughout the therapeutic relationship. Changes to services, goals, fees, or information sharing will be discussed, and consent may be reaffirmed or withdrawn at any time.

Acknowledgement

By engaging in services, clients acknowledge that they have read, understood, and agreed to this policy, and have had the opportunity to ask questions.

Contact details

Our contact details are as follows:

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Thank you!