



## What can I expect from psychologists at FSA Psychology?

At FSA Psychology, we are committed to seeing and growing the spirit of every individual. Everyday we endeavour to work by the values of our governing organisation, Family Services Australia – **Safe, Strong, Well, and Connected**. We hope that you feel as though we sincerely hold these values in mind whenever we interact with you.

Before someone can work as a psychologist, they must be registered with the Psychology Board of Australia, which provides ethical guidelines for all psychologists to work under. As a client of a psychologist, you have a right to expect that:

- we will treat you with respect
- we will give you a clear explanation of anything we do together, and the reasons why they might be helpful
- we will ask for your consent for any service prior to the service beginning
- when you come to FSA Psychology, the things you say here, stay here. However, sometimes we need to do things to ensure that people are safe. We will explain to you the nature and limit of confidentiality.
- we will make sure we are both clear about the goals we are working towards, and we will work towards them together.
- we will be competent and professional
- we will be clear about fees upfront
- we will estimate together how long we may need to work together to reach our goals
- you will not be exposed to harassing behaviour from your psychologist
- we will show respect for your cultural background, language tradition, religion and identity

If you have any concerns above the above matters, you can discuss them with your psychologist. Our Clinical Lead will take seriously any concerns you may have with your psychologist or the service and make the time to discuss this with you. You may also call the Psychology Board of Australia on 1300 419 495.

FSA Psychology Team

