

## *Your Rights as a Client of a Psychologist*

Your psychologist should be aware of the need to comply with the standards set out in the Psychologists Registration Board prescribed Code of Behaviour for Psychologists. (This document is available on request from the Board.)

### TRUST AND FAIR TREATMENT

As a client, you should expect that the trust you place in your psychologist is not abused.

You should expect your psychologist to

- treat you fairly, regardless of your ethnic, cultural, religious or political beliefs, or your personal life circumstances. (You may need to help your psychologist understand these issues);
- treat you in a way that preserves your dignity and independence;
- explain the limits of confidentiality that apply to your professional relationship;
- refrain from unwarranted coercion, harassment, exploitation or influence.

### SEXUAL IMPROPRIETY

As a client, you should be aware that psychologists must not engage in any sexual activity with you - whether or not you initiate it.

You should expect your psychologist **not** to:

- initiate any form of sexual conduct with you or in your presence;
- reciprocate any form of sexual conduct;
- detail his or her own sexual problems, desires, practices, preferences or fantasies;
- make sexually suggestive comments or innuendo.

### INFORMATION AND COMMUNICATION

You should always be given the information you need to make a decision.

You should expect your psychologist to:

- explain the therapeutic framework and treatment methods at the beginning and when treatment changes;
- inform you of available options, risks, benefits and costs of treatment;
- allow you to make an informed choice about services being offered;
- request your permission before involving you in teaching or research; check that you understand what is being said to you.

### MAKING A COMPLAINT ABOUT A PSYCHOLOGIST

You may contact the Registrar or make a complaint in writing:

The Registrar, Psychologists Registration Board  
1<sup>st</sup> Floor, 379 Collins Street, Melbourne,  
Victoria 3000

POSTAL ADDRESS  
PO Box 358 Collins Street West, Melbourne  
Victoria 8007

Telephone 03 9629 8722  
[registrar@psychreg.vic.gov.au](mailto:registrar@psychreg.vic.gov.au)

Facsimile 03 9629 8744

Email

### Complaints Procedures

The Board is established by State legislation (The Psychologists Registration Act, 2000) and is responsible for the protection of the public. It has the power to investigate complaints about psychologists, and to take appropriate disciplinary action.