

PRACTICE POLICIES
at SARAH HARROWER PSYCHOLOGY

Sarah Harrower - Registered Psychologist

This document provides detailed information about my practice policies and procedures.

ABOUT MY QUALIFICATIONS AND APPROACH

Professional registration

- **Registration type:** Registered Psychologist & Board Approved Supervisor
- **AHPRA Registration number:** PSY0001942702
- **Professional memberships:**
 - Centre for Perinatal Psychology
 - Australian Association of Psychologists Inc (AAPi)
 - League of Autistic Psychologists and Affirming Colleagues (LOAPAC)

What "perinatal psychologist" means

The title "perinatal psychologist" is not regulated by AHPRA, but it shows I have completed additional training in perinatal mental health through recognised training programs. I am a member of the Centre for Perinatal Psychology, which requires ongoing professional development in perinatal mental health.

My approach to therapy

I work from a trauma-informed, neurodivergent-affirming, and attachment-focused perspective. This means:

- I understand how trauma affects the brain and body
- I recognise that neurodivergent brains work differently
- I believe relationships shape our mental health
- I respect your expertise about your own life
- I work collaboratively with you, not on you

DETAILED PRIVACY INFORMATION

What information I collect

- Personal details (name, contact information, date of birth)
- Emergency contact information
- Medicare and health insurance details
- GP and other healthcare provider details
- Mental health history and current concerns
- Information relevant to your treatment goals
- Session notes and progress

How I use your information

- To provide you with psychological therapy
- To communicate with your GP or other providers (with your permission)
- To process Medicare claims on your behalf
- To meet legal and professional obligations
- To ensure continuity of care if you see another psychologist

Who can access your information

Only:

- Me (Sarah Harrower)
- You (the client)
- People you give written consent for me to share with
- Authorities when legally required (see mandatory reporting)

Information security

Your information is stored securely in Halaxy (online practice management software) which:

- Uses encryption to protect data
- Is password protected
- Complies with Australian privacy laws
- Has regular security updates
- Stores data on Australian servers

Data breaches

In the very unlikely event there is unauthorized access to your information:

- I will notify you as soon as I become aware
- I will report it to the Office of the Australian Information Commissioner (OAIC)
- I will take steps to minimize any harm
- I will explain what information was affected and what steps to take

When I close or relocate my practice

If I close, relocate, or can no longer practice:

- I will give you as much notice as possible
- I will help arrange transfer of your care to another psychologist
- Your records will be securely transferred or stored according to legal requirements
- You will be informed about how to access your records in the future

DETAILED COMMUNICATION POLICIES

Why written communication policies matter

Recent events have highlighted critical risks to client confidentiality through written communications.

This means:

- All written communications can be legally accessed and scrutinised
- Text messages form part of your clinical record
- Emails can be subpoenaed
- Phone call logs can be accessed
- Even "deleted" messages can be recovered through legal channels

For this reason, I have strict policies about written communication.

Text messaging (SMS) - Detailed policy

I do not use SMS/text messaging for communication.

Automated appointment reminders:

- You will receive automated SMS appointment reminders from Halaxy (my practice management software)
- These are system-generated and not from me personally
- They are sent 24-48 hours before your appointment
- They contain only appointment date, time, and location information

If you need to contact me:

- Please use email (not SMS/text)
- Halaxy reminders are one-way communication only

If you text me: I will not respond to text messages. Please use email instead.

Email communication - Detailed policy

What email IS for:

- Sending invoices and receipts
- Sending telehealth meeting links
- Appointment reminders and confirmations
- Rescheduling requests (with adequate notice)
- Updating your contact or Medicare details
- Sending resources we discussed in session (e.g., handouts, worksheets)
- Brief administrative questions
- Providing reports to other professionals (with your written consent)
- Sharing therapeutic content you've been reflecting on

About sharing therapeutic content via email:

Some clients find it helpful to email reflections, thoughts, or information between sessions. **You are welcome to do this**, with the following understanding:

What happens when you email therapeutic content:

1. **I will save it to your file** - It becomes part of your clinical record
2. **I will acknowledge receipt** - Usually within one week
3. **I will not provide therapeutic responses** - I'll save your reflections for our next session
4. **We'll discuss it in session** - I look forward to exploring your thoughts together

Example acknowledgment: *"Thank you for your email. I've saved this to your file and look forward to discussing it in our session on Thursday."*

Why I don't respond therapeutically via email:

- Therapy requires my full attention in a confidential setting
- Written communication lacks tone and context—misunderstandings happen easily
- Email doesn't allow for the back-and-forth of therapeutic conversation
- All emails can be legally accessed and scrutinised

This approach allows you to:

- Capture thoughts when they arise (rather than forgetting by next session)
- Share information at your own pace
- Process between sessions in a way that works for you
- Have more productive sessions (we can jump straight into the content)

What email is NOT for:

- **Crisis situations** - If you're in crisis, call 000 or crisis services
- **Urgent mental health concerns** - Email is not immediate
- **Requests for advice about urgent situations** - "What should I do about...?"

Email response times:

- I check emails during business hours on weekdays only
- I aim to respond within one week
- I do not check emails on weekends, evenings, or public holidays

Email content guidelines:

Appropriate email examples:

- "Can we reschedule next week's appointment to Thursday instead?"
- "My Medicare card details have changed, the new number is..."

- "Could you send me that breathing exercise handout we discussed?"
- "I've been reflecting on what we talked about last session. I wanted to share some thoughts that came up for me this week: [therapeutic content]. Looking forward to discussing this with you on Thursday."

Security of email:

- I use secure email where possible
- However, email is never 100% secure
- Emails travel through multiple servers
- Your email provider can access your emails
- Anyone with access to your email account can read messages
- Emails can be forwarded or screenshotted
- Deleted emails can be recovered

Protecting your privacy:

- Use a private email account (not shared or work email)
- Use a strong password
- Enable two-factor authentication
- Don't access email on public computers
- Log out after checking email on shared devices
- Be aware that anything you email could potentially be read by others in legal proceedings

Phone communication - Detailed policy

What phone calls ARE for:

- Me returning your call about administrative matters
- Brief clarification about appointments or logistics
- Me checking in if I'm concerned about your safety (after prior discussion)
- Coordination with other healthcare providers (with your consent)

Phone call documentation: All phone calls are documented in your clinical record, including:

- Date and time of call
- Duration
- Brief summary of discussion
- Any decisions or actions taken

Leaving voicemails: If I need to leave you a voicemail:

- I will identify myself by first name only
- I will not mention I'm a psychologist
- I will not mention specific details about your care
- I will ask you to call me back

Security limitations:

- Phone calls can be overheard if you're not in a private space
- Voicemails can be accessed by anyone with your phone
- Phone call metadata (time, duration, numbers) can be accessed legally

Communication through practice management software

I use Halaxy practice management software, which has a secure messaging feature.

If you have portal access:

- Messages through Halaxy portal are more secure than email or SMS
- They're still subject to the same content limitations
- They still form part of your clinical record
- They can still be legally accessed through subpoena

Use Halaxy messaging for:

- The same administrative matters as email
- Booking/changing appointments
- Updating details

Do not use Halaxy messaging for:

- Clinical content (same as email restrictions)

Social media and messaging apps

I do not communicate with clients through:

- Facebook Messenger
- Instagram DMs
- WhatsApp
- Snapchat
- TikTok
- Any other social media messaging

Why?

- These platforms are not secure
- Messages can be screenshotted or shared
- They blur professional boundaries
- They're not appropriate for professional communication

If you message me on social media: I will respond: *"Please contact me via email at [email]. See you at our next session."*

Boundaries around out-of-session contact. Therapeutic discussions belong in sessions.

Why?

- Therapy requires my full attention in a confidential setting
- Written communication lacks tone and context—misunderstandings happen easily
- I cannot provide adequate clinical support through brief messages
- All written communications can be legally accessed

If something comes up between sessions:

- Write it down to discuss in your next session
- If it's urgent and can't wait, contact crisis services
- If you need more frequent support, we can discuss increasing session frequency

Exceptions to communication boundaries

I may initiate contact between sessions if:

- I'm running late to a session
- I need to cancel or reschedule urgently
- I'm genuinely concerned about your immediate safety (after prior discussion in session)
- There's an administrative matter that needs attention

You may initiate contact for:

- Administrative matters (as outlined above)
- Letting me know you're running late or need to cancel
- Updating important information (contact details, Medicare)

DETAILED FINANCIAL INFORMATION

Session fees breakdown

Standard session: \$240 for 50 minutes

What's included:

- The therapy session
- Session preparation and planning
- Brief email correspondence related to your care
- Record keeping and notes
- Medicare claim processing

What's NOT included (additional fees may apply):

- Reports for third parties
- Extensive email correspondence (beyond brief check-ins)
- Phone calls longer than 10 minutes

Payment processing

Manual card payment:

- I will process payment on your stored debit card on the day of your session (after wards)
- You'll receive an invoice via email immediately after
- If your card declines, I'll contact you via email to arrange alternative payment

Bank transfer:

- Details provided on your invoice

Medicare rebates - detailed information

Eligibility requirements:

- Valid Mental Health Treatment Plan (MHTP) from GP or psychiatrist
- Referral must be current
- You must have available sessions remaining in the calendar year
- Maximum 10 sessions per calendar year (6 sessions per referral, can get 2 referrals)

How I process Medicare claims:

1. I claim the Medicare rebate on your behalf after each session
2. Medicare pays the rebate directly to your bank account (usually within 3-5 business days)
3. You pay me the full fee (\$240)
4. You receive the Medicare rebate back from Medicare

Current Medicare rebate: (as of 2025 - check actual current rate)

- Standard consultation (50 mins): Approximately \$98.95

Your net cost: \$240 - \$98.95 = approximately \$140.15 per session

Your responsibilities:

- Keep your referral current and valid
- Inform me when your referral is expiring
- Provide updated referral before sessions expire
- Ensure your Medicare details are correct in my system

I will help by:

- Reminding you when your referral is due to expire
- Providing letters to your GP about your progress
- Letting you know how many sessions you have remaining

Medicare cannot be claimed for:

- Missed appointments
- Late cancellations (less than 48 hours notice)
- Appointments not covered by a valid referral

Private health insurance

What you need to do:

1. Contact your health fund to check your level of psychology cover
2. Get your provider number from them (some funds require this)
3. Let me know your fund details
4. I'll adjust your invoice with the correct provider codes

Important:

- You still pay me the full fee (\$240)
- You submit the claim to your health fund
- They reimburse you according to your level of cover
- Different funds have different rebates and annual limits

Sliding scale / Financial hardship

I'm a small business and have limited capacity for reduced fees. However, I recognise that financial stress affects mental health.

If you're experiencing financial hardship:

- Talk to me openly about your situation
- I may be able to offer a reduced fee on a case-by-case basis
- This is at my discretion and depends on current capacity
- I'll be honest about what I can offer

Other options if my fees aren't affordable:

- Bulk-billing psychologists (no out-of-pocket cost)
- Community mental health services
- Headspace (if under 25)
- Medicare-covered psychology through GPs

Unpaid fees

If payment is not received:

- I'll send a reminder after 24 hours
- If still unpaid after 7 days, I may need to pause further appointments until the account is settled
- I want to work with you on this—please communicate with me if you're having trouble paying

DETAILED CANCELLATION POLICY

When you book an appointment, I reserve that time exclusively for you. This means:

- I turn away other clients who need that time slot
- I've prepared for our session
- That time becomes unavailable to others

Late cancellations mean I cannot fill that appointment time, which affects my ability to offer services to others who need support.

Cancellation fees

Notice given	Fee charged	Can claim Medicare/PHI?
More than 48 hours	\$0	N/A
24-48 hours	\$120 (50%)	No
Less than 24 hours	\$240 (100%)	No
No-show	\$240 (100%)	No

How to cancel or reschedule

Email: hello@sarahharrower.com

Please provide:

- Your name
- Appointment date and time
- Reason for cancellation (brief)
- Whether you'd like to reschedule

Special circumstances

I understand that life with babies, disabilities, and/or chronic illness is unpredictable. I also understand that mental health can fluctuate. Please just let me know what's happening. I'm understanding.

Pattern of cancellations

If you need to cancel frequently, let's talk about:

- Whether now is the right time for therapy
- Whether we need to reduce frequency of sessions
- What barriers exist to attending
- How I can support you to attend more consistently

DETAILED TELEHEALTH INFORMATION

Technology requirements

You'll need:

- Computer, tablet, or smartphone with camera and microphone
- Reliable internet connection
- Google Meet app (free) or web browser
- Quiet, private space

I use:

- Google Meet for video sessions
- Encrypted connection
- No recording of sessions

Before each session

I'll send you:

- A unique Google Meet link via email
- Link is sent 24 hours before appointment

You need to:

- Test your technology beforehand
- Ensure you're in a private space
- Have your phone nearby in case of disconnection

At the start of each session

I'll ask you to confirm:

- Your current physical location
- That you're in a safe, private space
- Emergency contact details are current
- You have your phone nearby

Why? If there's an emergency (e.g., you become unwell, there's a safety concern), I need to know where you are to send help.

If we get disconnected

I will try to:

1. Reconnect via the Google Meet link (wait 2 minutes)
2. Call your mobile phone
3. Text you to rejoin the meeting
4. If I can't reach you within 5 minutes, I'll contact your emergency contact to ensure you're safe

You should:

1. Try to reconnect via the same Google Meet link
2. Check your phone for my call/text
3. If you can't reconnect, contact me to reschedule

Privacy and security limitations

While I take all reasonable steps to ensure privacy and security:

- I cannot guarantee 100% security of online platforms
- Your internet provider can see you're using Google Meet (but not the content)
- If someone else has access to your device, they might see emails with meeting links
- If you're using shared WiFi, others on that network might be able to intercept data

To protect your privacy:

- Use a password-protected device
- Don't share meeting links with others
- Delete meeting invitation emails after the session
- Use a private internet connection where possible
- Clear your browser history after sessions if using a shared device

When telehealth might not be appropriate

I may need to pause or end a telehealth session if:

- There are persistent technical difficulties affecting communication
- You're not in a private space (others can hear/see)

- You're distracted by other activities (driving, caring for children, working)
- There's a safety concern and I don't know your location
- The quality of connection makes therapy ineffective

If this happens:

- We'll reschedule for another time
- The full session fee still applies (as the time was reserved for you)
- We'll problem-solve together about how to make telehealth work better

DETAILED BABY/CHILD ATTENDANCE POLICY

Babies (pre-crawling/pre-mobile) Welcome at all sessions! What I can provide:

- Change table
- Some basic toys
- Clean, safe floor space
- Understanding if you need to pause to feed/change

What you might want to bring:

- Favorite toys or comforters
- Bottles, snacks, water
- Nappies and wipes
- Change mat or blanket
- Anything that helps your baby feel comfortable

What I can help with (with your permission):

- Holding your baby while you use the bathroom
- Helping settle baby if you need a moment
- Pushing pram if baby needs movement
- Setting up play area

Mobile babies and toddlers Can attend, but it's more challenging.

Considerations:

- The therapy room is not fully childproofed
- I don't have extensive toys for this age group
- Your attention will be divided between child and therapy
- Some therapy topics might not be appropriate for children to overhear
- You'll need to supervise your child's safety

What works better:

- Bringing a support person to care for your child in the waiting area
- Scheduling during your child's nap time
- Arranging childcare for the session time
- Telehealth from home while someone else cares for your child

If your child does attend:

- You're responsible for their supervision and safety
- Please bring appropriate toys, snacks, and entertainment
- We might need to pause frequently
- Sessions might be less focused than usual

Older children (preschool age and above) Generally not appropriate to attend.

Why?

- Therapy topics often aren't suitable for children to hear
- Children might misunderstand or be affected by therapy content
- Your child needs you to be fully present with them, which conflicts with therapy focus
- Confidentiality becomes complex

Alternatives:

- Childcare for the session time
- Telehealth while someone else cares for your child
- Scheduling during school/preschool hours
- Support person caring for child in waiting area (if available)

Breastfeeding/chestfeeding/bottlefeeding/other baby feeding

Always welcome in session.

- Feed whenever you or baby need
- No need to ask permission or leave the room
- We can pause conversation while you focus on feeding if preferred
- Therapy continues around feeding, it's normal

Safety and supervision

Important:

- You remain responsible for your child's safety during sessions
- I'll do my best to maintain a safe environment, but the space isn't fully childproofed
- Please supervise your child if they're mobile
- Redirect them from unsafe items or areas
- I might need to pause and help ensure safety if needed

Hygiene

I will:

- Clean surfaces between clients
- Provide clean floor space
- Wash/sanitise toys regularly

Please:

- Let me know if your child is unwell (we might need to reschedule)
- Clean up any spills or accidents
- Let me know if you have concerns about cleanliness

DETAILED BOUNDARIES INFORMATION

Why boundaries matter

Boundaries protect both of us and keep our relationship focused on your therapy needs. They help ensure:

- Your therapy is effective and focused on you
- I remain objective and professional
- There's no confusion about our relationship
- You can trust me to act in your best interest

Social relationships: We cannot be friends. This means:

- No socialising outside of sessions
- No coffee catch-ups or playgroup together
- No attending each other's personal events
- No becoming Facebook friends or following personal social media accounts

Social media - detailed policy

You can:

- Follow my business page/professional accounts
- Like, share, or comment on business content
- See my business content and updates

Please don't:

- Send DMs or private messages (use email instead)
- Friend request my personal accounts
- Tag me in personal posts
- Comment on business posts with personal therapy information

I will not:

- Follow your personal accounts
- Accept friend requests
- Engage with your personal social media content
- Look at your social media (unless you show me in session for a specific therapeutic reason)

Why? Social media blurs professional boundaries. It can create dual relationships and affect your therapy.

Seeing each other in public

This happens in the perinatal/neurodivergent community! If we see each other at:

- Parent groups, playgroups, or parent events
- Community events or workshops
- Shops, cafes, or around town
- Online groups or forums

I will:

- Protect your confidentiality (I won't acknowledge you're my client)
- Follow your lead—if you want to say hi, I'll respond warmly
- Not approach you first
- Act like a friendly acquaintance if you do approach
- Keep any conversation brief and general
- Never discuss therapy in public

You can:

- Choose whether to acknowledge me or not
- Say hello if you want to
- Introduce me as "Sarah" (no need to say "my psychologist")
- Keep it brief
- Ignore me completely if you prefer

Why this policy? I want you to feel comfortable in community spaces without worrying about running into your psychologist.

Partners and family members

I cannot provide therapy to:

- Your partner (current or future)
- Your family members
- Your close friends

Why? It creates a conflict of interest. I need to be able to be fully on your side.

Your partner/support person CAN:

- Attend your sessions as support
- Be included in aspects of your therapy (with your consent)
- Receive information about how to support you (with your consent)

But they would need their own separate psychologist for their own therapy.

Gifts

I cannot accept monetary gifts (except small tokens like a Christmas card or thank-you card). **Why?** Accepting gifts can create complicated feelings and expectations. It can blur the boundaries of our professional relationship.

If you want to express gratitude:

- Tell me in words
- Write a card or note

Business or financial relationships: We cannot have business or financial relationships outside of therapy fees.

This means:

- No loans or borrowing money
- No business partnerships or ventures
- No buying or selling goods/services from each other
- No financial advice or investment together

After therapy ends: Our professional relationship continues even after therapy ends.

This means:

- We still can't be friends or have social relationships
- Boundaries remain in place
- I remain bound by confidentiality
- We can't have romantic or sexual relationships

How long? Indefinitely. The Australian Psychology Board guidance is that relationships with former clients are "mostly inappropriate." **Why?** The power imbalance and knowledge I have about you from therapy doesn't disappear just because therapy has ended.

DETAILED SCOPE OF PRACTICE

What I DO provide therapy for

- Perinatal mental health (pregnancy and postpartum depression, anxiety)
- Birth trauma and traumatic birth experiences
- Infant attachment and bonding concerns

- Adjustment to parenthood
- Perinatal loss and grief
- Complex trauma and PTSD
- Neurodivergence (assessment readiness, identity, masking, burnout)
- Anxiety disorders
- Depression
- Relationship difficulties
- Self-esteem and identity
- Life transitions

What I DON'T provide (or have limitations) I will refer you to someone else for:

Acute mental health crises

- Active suicidal intent with a plan
- Active psychosis (hearing voices, delusions)
- Severe self-harm requiring hospitalisation
- Manic episodes

Why? These require more intensive support than weekly therapy can provide. You'd need crisis team, hospital, or psychiatrist involvement.

Child protection / parenting capacity assessments

- Court-ordered parenting assessments
- Child protection investigations
- Custody evaluations
- Formal parenting capacity reports

Why? These are forensic assessments requiring specific training and create conflicts with therapy relationships.

Primary eating disorder treatment

- Anorexia nervosa
- Bulimia nervosa
- Severe restrictive eating

I can: Support eating disorder recovery alongside specialist treatment **I can't:** Be your primary eating disorder treatment provider

Why? Eating disorders require specialised treatment approaches and often medical monitoring.

Active substance dependence

- Alcohol dependence requiring detox
- Drug dependence requiring rehabilitation
- Active addiction needing specialist treatment

I can: Support recovery and mental health alongside addiction services **I can't:** Provide primary addiction treatment

Why? Substance dependence requires specialist addiction services and sometimes medical support.

Forensic and legal work

- Court-ordered assessments
- Expert witness testimony
- Fitness for duty evaluations
- Workers compensation assessments
- Centrelink capacity assessments

Why? These create conflicts of interest with therapy and require specialised forensic training.

When I'll discuss referral

If during our work together I identify that you need support I can't provide, I will:

- Discuss this openly with you
- Explain what support you need and why
- Help you find appropriate services
- Provide referral options
- Support you through the transition
- Continue seeing you if appropriate while you access other services

This doesn't mean I'm abandoning you—it means I'm ensuring you get the right help.

DETAILED CULTURAL SAFETY INFORMATION

My commitment to cultural safety

Cultural safety means you feel safe, respected, and valued for who you are. It means I:

- Recognise and respect your cultural identity
- Understand (try to!) how your culture shapes your experiences
- Don't impose my cultural values on you
- Work to understand your cultural needs
- Challenge my own biases and assumptions
- Advocate for culturally appropriate care

My cultural position: I recognise that I approach therapy from my own cultural lens:

- White Australian
- Cisgender woman
- Middle-class background
- English-speaking
- Able-bodied
- Partnered
- Parent

This means:

- I have cultural privilege in Australian society
- My worldview is shaped by my experiences
- I might have blind spots about other experiences
- I need to actively work to understand perspectives different from mine

I'm committed to ongoing learning about:

- Aboriginal and Torres Strait Islander cultures and history
- Impacts of colonisation and intergenerational trauma
- Culturally and linguistically diverse communities
- LGBTQIA+ experiences
- Disability justice
- Neurodivergent experiences
- Different religious and spiritual beliefs

Aboriginal and Torres Strait Islander clients

I acknowledge Aboriginal and Torres Strait Islander Peoples as the Traditional Owners and Custodians of the land on which I practice.

I recognise:

- The ongoing impacts of colonisation
- Intergenerational trauma
- Systemic racism in healthcare
- Strength and resilience of Aboriginal and Torres Strait Islander communities
- Importance of connection to Country, culture, and community

If you're Aboriginal and/or Torres Strait Islander:

- Please help me understand your cultural needs
- Let me know if you'd prefer to see an Aboriginal and/or Torres Strait Islander psychologist
- Tell me if anything I say or do doesn't feel culturally safe
- Your feedback helps me provide better care

I can help connect you with:

- Aboriginal and Torres Strait Islander psychologists
- Culturally appropriate support services
- Community resources

Culturally and linguistically diverse clients

If English is not your first language:

- We can arrange an interpreter (free through WA Government services)
- I can provide written information in your language where possible
- I'll check my understanding regularly
- Please tell me if you don't understand something

If you're from a culturally diverse background:

- Please help me understand your cultural beliefs and values
- Tell me about cultural practices that are important to you
- Let me know if Western therapy approaches don't fit your worldview
- Help me understand your family and community context

I recognise:

- Migration can be traumatic
- Racism and discrimination affect mental health
- Cultural values might differ from mainstream Australian culture
- Family and community are often central in many cultures
- Different cultures have different ways of understanding mental health

LGBTQIA+ clients

I'm committed to providing affirming care for all identities:

- Lesbian, gay, bisexual, queer, questioning
- Transgender, non-binary, gender diverse
- Intersex
- Asexual, aromantic
- All other identities

This means:

- I'll use your correct pronouns and name
- I won't make assumptions about your identity or relationships
- I understand heteronormativity and cisnormativity cause harm
- I'm aware of specific mental health impacts for LGBTQIA+ people
- I'll advocate for affirming, appropriate care

Please tell me:

- How you identify
- What language you use for yourself
- Your pronouns
- If I get anything wrong

Disabled clients: I'm committed to providing accessible and affirming care:

If you have a disability:

- Please tell me about any access needs
- Let me know how I can make sessions more accessible
- Tell me what accommodations would help
- Help me understand your experience of disability

I recognise:

- Disability is diverse
- The social model of disability (society disables people, not their bodies/minds)
- Ableism is pervasive in healthcare
- Intersections of disability with other identities
- Importance of disability pride and culture

Neurodivergent clients: Neurodivergence is not a deficit.

I recognise:

- Neurodivergent brains work differently, not wrongly
- Autistic, ADHD, and other neurodivergent traits are valid
- Masking is exhausting and harmful
- Sensory needs are real and important
- Neurodivergent people face systemic discrimination

In our sessions:

- You don't need to mask
- Stimming is welcome
- Sensory accommodations available
- Direct communication appreciated
- No "eye contact rules"
- Breaks are okay
- Movement is fine
- Different communication styles respected

Please tell me:

- Your sensory needs
- Communication preferences
- What helps you feel safe and regulated
- If anything I'm doing is making things harder

Religious and spiritual beliefs: I respect all religious and spiritual beliefs (and non-belief).

I won't:

- Impose my beliefs on you
- Judge your beliefs
- Try to change your religious views

I will:

- Respect how your faith shapes your values
- Work within your belief system
- Understand that spirituality can be central to healing
- Recognise conflicts between mental health recommendations and religious practices

Please help me understand:

- Your religious or spiritual beliefs
- How they relate to your mental health
- Any religious practices relevant to your care
- If therapy recommendations conflict with your beliefs

What to do if something doesn't feel culturally safe

Please tell me if:

- I say or do something that doesn't feel respectful
- You need something different from me culturally
- My approach doesn't fit your cultural needs
- You experience my service as culturally unsafe

I commit to:

- Listening without defensiveness
- Taking responsibility for harm
- Changing my practice based on your feedback
- Ongoing learning and improvement

You can also:

- Request a different psychologist
- Make a complaint to the Psychology Board
- Stop therapy if it doesn't feel safe

GIVING POLICY

As a psychologist in private practice, I am committed to running a business that is guided by care, ethics, and social responsibility. This Giving Policy outlines my intention to donate a portion of business profits on a regular basis.

Purpose

This policy reflects my belief that ethical practice extends beyond the therapy room. As outlined in the APS Code of Ethics, psychologists have a responsibility to contribute to the public good, promote equity, and consider the broader impact of their professional and personal actions. I take this seriously as both a clinician and a business owner.

How Giving Works

At the end of each quarter, I allocate a portion of my business profits to donate to a charity, cause, or initiative aligned with (but not limited to) the following values:

- First Nations justice and sovereignty
- Reproductive, perinatal, and parenting justice
- Disability and neurodiversity rights
- Gender diversity and LGBTQIA+ communities
- Mental health access and advocacy
- Collective care and mutual aid

I personally select a cause or organisation each quarter and share the information on my social media as part of my commitment to transparency and values-based practice.

Donations may go to:

- Registered charities and not-for-profits (with or without DGR status)
- Mutual aid and community-led initiatives

Ethical and Professional Foundations

This policy is grounded in:

- The APS Code of Ethics — particularly principles of justice, respect, and responsibility
- The Psychologists Board of Australia's Code of Conduct — including obligations to social inclusion and ethical financial management
- My personal and professional values as a psychologist working toward systemic change

This giving is not offered in exchange for services, is not marketed as a selling point to clients, and does not interfere with the therapeutic relationship. It is part of my broader practice of ethical business ownership and community accountability.

Transparency

Each quarter, I publicly share:

- The chosen recipient (with their consent)
- The general category or purpose of the donation
- Reflections on how this aligns with my work and values

I do not disclose recipient identities without permission, and donations are made with cultural humility, informed consent, and no expectation of return.

PRIVACY POLICY (WEBSITE)

This Privacy Policy outlines how Sarah Harrower Psychology (“we”, “us”, “our”) collects, uses, stores, and protects your personal information when you visit or interact with our website: www.sarahharrower.com (“website”, “site”, or “service”). We are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). By using our website, you agree to the collection and use of information in accordance with this policy.

1. What Information We Collect

We may collect and hold the following types of personal information when you visit our website, submit forms, or contact us:

- Your name and contact details (e.g., email address, phone number).
- Information you provide through website forms or email correspondence.
- IP address, browser type, and device information.
- Website usage data through tools like Google Analytics (e.g., pages visited, time on site).
- Any other information you choose to provide voluntarily.

We do not collect sensitive information (as defined by the Privacy Act) via this website unless explicitly provided by you.

2. How We Collect Your Information

We collect your personal information in the following ways:

- When you fill in a contact form or sign up to our mailing list.
- When you send an enquiry via email.
- Automatically, via browser cookies and website analytics tools.

3. Why We Collect Your Information

We collect and use your data for the following purposes:

- To respond to your enquiries or requests.
- To provide, improve, and personalise our website and services.
- To communicate updates or promotional material, only if you have opted in.
- To conduct statistical analysis and understand how visitors use our site.

You may unsubscribe from marketing emails at any time by clicking the unsubscribe link or contacting us directly.

4. Cookies and Website Analytics

Our website uses cookies and third-party analytics tools (such as Google Analytics) to collect standard web data about your use of the site. This helps us understand how people use our website and improve the user experience. Cookies do not give us access to your computer or any information about you beyond what you choose to share. You can choose to disable cookies through your browser settings.

5. Storage and Security of Your Information

We are committed to keeping your personal information secure. We take reasonable steps to protect it from misuse, interference, loss, and unauthorised access or disclosure. Your data may be stored or processed using third-party services we trust (e.g., website host, booking platform, or email provider), all of which are bound by privacy obligations.

6. Links to Other Websites

Our website may contain links to external websites. We are not responsible for the privacy practices or content of those sites. We recommend reviewing the privacy policy of any website you visit via our links.

7. Access, Correction, and Complaints

You have the right to:

- Access any personal information we hold about you.
- Request correction of inaccurate, incomplete, or outdated information.
- Lodge a complaint if you believe we have breached your privacy.

To do any of the above, please contact us at: hello@sarahharrower.com. We will respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) via www.oaic.gov.au.

8. Disclosure of Information

We will never sell, rent, or lease your personal information to third parties. We may disclose your information only if:

- You give us explicit permission to do so.
- It is required by law.

9. Changes to This Policy

We may update this policy from time to time to reflect changes in legislation or business practices. The latest version will always be available on this page. We encourage you to review it periodically.

This document is provided as a reference and doesn't require a signature. Keep a copy for your records.

Last updated: 3rd November 2025

