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Counselling Psychologist / PsyBA Approved Supervisor

Medicare Provider 2653733W
Psychology Board of Australia No. PSY0001120915
Australian Psychological Society (APS) / APS College of Counselling Psychologists Member No. 020210

Consent for Email / SMS Communication Form - Private & Confidential - Updated 01.12.2025

This Consent for Email / SMS Communication Form follows on from the initial Informed Consent Form you read and signed when you first consulted Charles Thermos at Transformative Psychology.

Charles Thermos and Transformative Psychology offers clients/guardians the opportunity to communicate by email and/or for some limited purposes. This form provides information about the risks of email / SMS, how he will protect your information and your responsibilities regarding email / SMS communication. Charles Thermos will also use this form to document your consent to communicate with you by email and/or SMS.

Email / SMS is not appropriate for urgent or emergency situations, nor is it a substitute for in-person or telehealth/telephone consultations.

Any email / SMS communication between you and Charles Thermos becomes a part of your client file and it will be retained for a minimum of 7 years from the date of your last psychological service. If clients are under the age of 18 at the time of treatment, then information will be retained until they are 25 years of age.

Only Charles Thermos will have access to your emails / SMS.

As email / SMS communications form part of your client file, this information will be kept confidential and secure. The exceptions to confidentiality mentioned in your initial Informed Consent Form apply to emails / SMS too.

Risks of communicating by email and/or SMS

Communication by email / SMS has several risks, including, but not limited to, the following:

- Charles Thermos at Transformative Psychology cannot guarantee that an email / SMS will be read or responded to. For example, security software can filter emails before it reaches him and the intended recipient may go on personal leave unexpectedly.
- Email can be circulated, forwarded, and stored in paper and electronic files.
- Backup copies of the email may exist even after the sender or recipient has deleted their copy.
- Email / SMS senders can easily misaddress an email / SMS, or unintended recipients can receive an email / SMS.
- Email can be intercepted, altered, forwarded, or used without authorisation or detection.
- Employers and online services have a right to archive and inspect emails transmitted through their systems.



How Charles Thermos (Transformative Psychology) will protect your information

- Charles Thermos and Transformative Psychology will use reasonable means to protect the security and confidentiality of email / SMS information sent and received. However, because of the risks outlined above, he cannot guarantee the security and privacy of email communication, and he will not be liable for the inadvertent disclosure of confidential information.
- Charles Thermos will verify your email / SMS prior to sending any confidential information.
- When emailing you, Charles Thermos will:
 - put any identifying information in the body of the email, not in the subject line.
 - include the general topic of the message in the email's subject line, for example, 'advice' or 'appointment'.

Client responsibilities around the use of email

- I will inform Charles Thermos of email address / mobile number changes.
- When emailing Charles Thermos, I will:
 - not put identifying information in the email's subject line but will put this in the body of the email.
 - include the general topic of the message in the email's subject line, for example, 'advice' or 'appointment'.
- I will contact Charles Thermos via alternative communication methods, such as a phone call, if a reply is not received within a reasonable period of time.
- I will not use email / SMS to communicate urgent or emergency information.
- I will not use email / SMS for communication regarding sensitive medical information.
- I am responsible for informing Charles Thermos of any information that I do not want to be sent by email / SMS.
- I am responsible for protecting my password or other means of access to email / SMS. Charles Thermos is not liable for breaches of confidentiality caused by me or any third party.

Concerns

If you have any concerns about any aspect of this consent form, please discuss these with Charles Thermos directly, if you are able. You can do this in session, or by contacting him by phone, or by emailing charles@transformativepsychology.com.au

Please Note: If you have any questions or you are still unclear about what is written within this Consent Form after reading it, please discuss this with Charles Thermos as soon as possible. Client / Guardian Agreement and Acknowledgement

Client's name: _____

Email address: _____

Contact phone number: _____

I have read and understood all the information in this Consent for Email / SMS Communication Form. I understand the risks associated with communicating via email and/or SMS with Charles Thermos. I have discussed any related matters with Charles Thermos, as required. I consent to the conditions for using email and/or SMS outlined above.



Transformative Psychology

helping people transform their lives

This consent form is typically valid for a period of 12 months from the date of signing this form. Consent will may also be reviewed as required should the terms of the service change. This consent is valid for a period of

_____. It will be reviewed with you when you request this, or if the nature of your treatment changes, or after a period of _____.

You have a right to withdraw this consent at any time by telling Charles Thermos or by putting your request in writing. He can discuss any implications of withdrawing consent with you.

Note – you may withdraw your agreement anytime without any effect on psychological service provision.

Signed (Client / Parent*/ Guardian*): _____

Print name: _____

Date: _____

(*For clients unable to give informed consent.)

Psychologist signature

I, Charles Thermos, have discussed the Consent for Email / SMS Communication Form with the client mentioned in this form and I am satisfied that the client understands and accepts the information within.

Psychologist signature: _____

Date _____