

FREE GUIDE

Privacy and your records

Who can see what you share in therapy, and your rights over your own records.

The short answer

What you share with a psychologist is **confidential**. It's protected by the Privacy Act and the psychologists' code of ethics. Under Medicare, your psychologist sends your GP a short progress update. Employers using an EAP see only de-identified numbers. Confidentiality has **limits** in rare situations, such as a serious risk to someone's safety or a court order. If you'd prefer nothing goes to your GP, private sessions at MeHelp (\$180) need no plan or referral.

WHAT YOU'LL FIND IN THIS GUIDE

- Who can see what: GP, employer, insurer and family
- The limits of confidentiality, explained plainly
- Your right to access and correct your records
- Life insurance and income protection questions
- My Health Record and psychology notes
- Questions to ask about privacy at your first session

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Australian Privacy Principles protect your health information

You

can ask to see your own records



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Reviewed by **Phillipa Brown**, registered psychologist and founder of MeHelp. Information current at October 2026. General information only, not individual advice.

Your information, mapped

WHO	WHAT THEY USUALLY SEE
Your GP (Medicare)	Your plan, plus a short written update from your psychologist after each course of sessions.
Your employer (EAP)	De-identified usage numbers only. Not your name or what you discussed.
WorkCover insurer	Treatment plans and progress reports needed to manage your claim, with your consent on the claim form.
Private health fund	That you claimed a psychology service, the date and the amount. Not session content.
Medicare	That a session took place, for billing. Not session content.
Your family	Nothing, unless you agree. Different rules can apply for younger teens.

My Health Record: psychologists don't usually upload session notes. You can control who sees your My Health Record and set access codes in your account.

When confidentiality has limits

Your psychologist will explain these at the start. They're rare.

- A serious and imminent risk to your safety or someone else's
- Concerns about the safety of a child, where reporting is required by law
- A subpoena or court order
- When you give consent, for example to share a report with your GP or insurer

Your rights

- **Access:** you can ask to see your records. In rare cases access can be limited, and the reason should be explained.
- **Correction:** you can ask for information to be corrected.
- **Complaints:** you can raise concerns with the practice, the Office of the Australian Information Commissioner or Ahpra.

Insurance questions

Some people worry that seeing a psychologist affects life insurance or income protection. Insurers may ask about your health history when you apply, and you have a duty to answer honestly. The Life Insurance Code of Practice commits insurers to consider your individual circumstances, and discrimination law limits how insurers can treat mental health history. Talk to the insurer or a financial adviser if this is a concern for you.

What people ask us

Is everything I say to a psychologist confidential?

Almost always. The limits are rare and your psychologist will explain them at the start, such as a serious risk to someone's safety or a court order.

Does my employer find out if I see a psychologist?

Not unless you tell them or give consent. With EAP, employers get only de-identified statistics.

Can I see my psychology notes?

Yes. You can ask for access to your records under the Privacy Act. There are limited exceptions.

Will my GP see everything I discuss?

No. Under Medicare your psychologist sends a short update on progress, not session details.



Prefer to talk it through with a psychologist?

MeHelp is an Australian online psychology practice. Sessions are by phone or video, Australia-wide, and can be bulk billed with a valid Mental Health Treatment Plan and referral. We also accept NDIS, WorkCover, DVA, EAP and private health funding.

[Read our privacy policy at mehelp.com.au/privacy-policy](https://mehelp.com.au/privacy-policy)

1300 323 411 · info@mehelp.com.au

MeHelp is not a crisis service. If you or someone else is in danger, call 000. For 24-hour support, call Lifeline on 13 11 14 or Beyond Blue on 1300 22 4636. Under 25: Kids Helpline 1800 55 1800.

This guide is general information about the Australian health system. It isn't individual medical, legal or financial advice, and it doesn't replace an assessment by your GP or a psychologist. Government rules and fees change. Figures are current at October 2026; check health.gov.au, servicesaustralia.gov.au or your insurer for the latest. All MeHelp psychologists are registered with Ahpra.