

SOCIAL MEDIA POLICY

Last Updated: 8th November 2023

Social Media Policy for Congruence Psychology

As a Clinical Psychologist registered with AHPRA, we acknowledge the necessity of adhering to specific rules and ethical obligations when engaging on digital platforms. This document outlines Congruence Psychology's policy regarding social media interactions and outlines our expectations for online engagement with individuals, particularly those who are or have been recipients of psychological or other services from Congruence Psychology.

Connection and Following

Congruence Psychology and its psychologists does not accept requests for connections or follow requests from existing or past clients on our personal profiles across various social networking platforms, including but not limited to Facebook, LinkedIn, Instagram, TikTok, and similar platforms.

We hold the belief that adding clients as connections or followers on these platforms may compromise their privacy and confidentiality. Additionally, it has the potential to blur the professional boundaries of the therapeutic relationship. Should you have any inquiries or concerns regarding this matter, we encourage you to address them directly with your psychologist at Congruence Psychology.

You are welcome to view and follow our publicly accessible Facebook or Instagram Pages, accessible under the name "Congruence Psychology." Congruence Psychology harbours no expectations that clients will engage with our professional profiles, and we respect your discretion in deciding whether to follow our public social media accounts. If you wish to discuss any content from these pages with your psychologist at Congruence Psychology, please feel free to bring it up during your sessions.

Engagement

For clients of Congruence Psychology who wish to communicate between sessions, we kindly request that you do so through email or phone, with the necessary contact information available in the "Contact" section of our website. We discourage the use of social networking platforms for contacting Congruence Psychology, as these platforms lack the requisite security, and responses to messages may not be prompt. Moreover, restrictions apply to the sending of messages to the social media accounts affiliated with Congruence Psychology.

We advise clients to exercise discretion when deciding whether to like or comment on our public social media platforms. It is important to consider whether such interactions may impact the confidentiality of your therapeutic journey, and be mindful that such exchanges may become part of your legal medical record, necessitating documentation and archiving within your client file.

Online Searches

Congruence Psychology and its psychologists are committed to refraining from conducting online searches via search engines or social media platforms to seek information about clients, whether past, current, or potential. Such actions could infringe upon your privacy and may blur the professional boundaries of the therapeutic relationship.

Business Review Websites

As per the Australian Psychological Association's Ethics Code, it is considered unethical for psychologists to solicit testimonials from therapy clients. If you happen upon listings of Congruence Psychology's practice or website on review sites, please be aware that these listings do not constitute a request for testimonials, ratings, or endorsements from clients. While you certainly have the freedom to express your thoughts on these platforms, please understand that, owing to the imperative of client confidentiality, Congruence Psychology will not be in a position to respond to reviews, whether positive or negative, on any of these websites. We strongly encourage you to prioritise your own privacy, just as we uphold our commitment to safeguarding the confidentiality of your information.

