



Client Information and Consent Form

Thank you for choosing East Maitland Holistic Psychology Clinic as your psychology services provider. The below information has been prepared to answer most frequently asked questions. This document also sets out your rights and responsibilities in relation to information, security, access and your obligations regarding fees, cancellations and rebates. If you have any further questions before attending your appointment, please feel free to call or email us.

Psychological service

The purpose of counselling is to help you work towards solutions by developing strategies to help with your concerns. Your initial appointment will be approximately 50 minutes. This session will involve an assessment of your presenting difficulties and give you the opportunity to ask any questions which you may have. At the end of the session, we will provide you with information about what therapy may involve, the approximate number of sessions required and together, we can establish some goals for therapy. You and your psychologist will decide how often to meet. Sessions are usually about 50 minutes in duration. This allows psychologists time to complete all mandatory administrative tasks on your file. To help you achieve your goals, you may be given tasks to do at home between sessions.

Privacy and Confidentiality

As part of providing a psychological service to you, East Maitland Holistic Psychology Clinic needs to collect and record personal information from you that is relevant to your situation, such as your name, contact details, medical history and other relevant information. This collection of personal information will be a necessary part of the psychological assessment and treatment that is conducted. Your informed consent will be obtained before any treatment or procedure is initiated and you may withdraw from treatment at any time without prejudice. The information is gathered as part of the assessment, diagnosis and treatment of the client's condition and is seen only by the psychologist. The information is retained in order to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service. Your clinical records are stored in your file electronically (hard copies are shredded and disposed of in a confidential manner).

You are entitled to access your personal information kept on file, with some exception relating to documents owned or related to other parties as per the relevant privacy, health or legal requirements. Should you wish to see the information kept on your client records, please discuss this with your psychologist. All requests to access individual records must be in writing. Upon receiving your request, your request will be discussed with you.

Limits to confidentiality

Everything you discuss will be treated with professional confidentiality except in circumstances where:

- Disclosure is required or authorised by law when there is:
 - a) subpoena of files by a Court;
 - b) suspected child abuse or neglect, past or present (including past sexual abuse);
 - c) immediate, specific risk of harm to any individual;
 - d) if a significant crime has been committed;
- your prior approval has been obtained to provide a written report to another professional or agency. e.g. GP, school or a lawyer;
- If your sessions are funded by WorkCover, Employer, or another third party, limited necessary information will be disclosed if a report is required,
- If you claim rebates from funding bodies such as Medicare, we may be required to provide summary reports to referring doctors, specialists, and/or agencies regarding your progress.



- when consulting with colleagues, or in the course of supervision. In this case your psychologist will be required to conceal your identity and any associated parties involved; and to preserve your privacy at the utmost professional manner in accordance with the APS Code of Ethics.

Note: *If you are unclear about any of the information on this consent form, please discuss this with your psychologist at the commencement of the session.*

Duty of Care

- If counselling a child who has the ability to consent to the counselling process, the counsellor will discuss with them prior to any feedback being given to parents.
- Feedback may be provided to both parents upon request, unless Court Orders specify, or the counsellor is aware of risk factors, or the child makes a specific request.

Emergencies

East Maitland Holistic Psychology Clinic operates Monday-Friday from 8.30am until 5pm. There may be times when the office is not staffed during these business hours (due to planned or unplanned leave, training etc). Outside of these hours, we are unable to respond to crisis situations which may arise. For this reason, it is important to be aware of the general support services available such as your General Practitioner (GP), Emergency Services (000), or your mental health crisis team. Mainstream crisis lines such as Lifeline, can be reached on 13 11 14.

Fees

The APS National Schedule of Recommended Fees 2023-2024 has the standard 46 to 60-minute consultation fee at \$300. At East Maitland Holistic Psychology Clinic the cost of an initial and subsequent consultations are below the recommended fees. As at 1 March 2024, our fees for the initial and subsequent 50 min consultations are \$190 per session. Workcover, NDIS and Private Organisations are charged at a higher rate and fees are payable within seven days of the consultation. Please note our current fees are listed on our website www.eastmaitlandholisticpsychology@gmail.com and in Halaxy (our booking system). Please note our fees will increase from 1 April 2024.

If you are using the National Disability Insurance Scheme (NDIS), the current gazetted rates apply for sessions. If you are using Worker's Compensation or Compulsory Third-Party Insurance Scheme's, the current SIRA gazetted fees apply. Approval in writing is needed in advance for the treatment of sessions under insurance schemes.

Fees are payable either at the time of booking appointments (50% deposit is required) or at the end of the session. If you chose to pay the deposit via a credit card or a paypal account, the remaining fee will be deducted automatically via Halaxy (our online booking and records system) from the same account unless you instruct us otherwise before the end of the session.

If you have a valid GP Mental Health Care Plan and referral, you may be entitled to a rebate of \$93.35 for 6-10 sessions per calendar year. If you are eligible for Medicare rebates, this practice can claim Medicare rebates on your behalf automatically. Otherwise, you can take your invoice to a Medicare office at a later date to claim your rebate. You are required to pay in full for the session and Medicare will rebate your account, which takes approximately 72 hours.

If you are using a Private Health Fund, it is important to check your level of cover with your fund. The amount which you are rebated is dependent on your Private Health policy. East Maitland Holistic Psychology Clinic can provide you with a detailed receipt for claiming purposes.

Relationship Counselling

Relationship counselling does not attract a Medicare rebate as it is not a diagnosable condition. Relationship counselling may attract rebates from ancillary health funds. Couples therapy does include some one-on-one consultations throughout the process.



Provision of Telehealth Services

Where appropriate the service may be provided by telephone or videoconferencing. To access telehealth consultations, you will need access to a quiet, private space; and the appropriate device, i.e. smartphone, laptop, tablet, computer, with a camera, microphone and speakers; and a reliable broadband internet connection. The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used. East Maitland Holistic Psychology Clinic uses Zoom for online consultations however, as with most online services, total online security and privacy cannot be guaranteed and clients chose to engage via telehealth at their own risk. A telehealth consultation may also be subject to limitations such as an unstable network connection which may affect the quality of the psychology session. In addition, there may be some services for which telehealth is not appropriate or effective. Your psychologist will consider and discuss with you the appropriateness of ongoing telehealth sessions.

Workers Compensation and/or CTP Claims

Should you be seeing a Psychologist due to a Workers Compensation or CTP Claim, it is important to ensure you have written confirmation of approval of sessions from your insurer prior to commencing your initial consultation. Cancellations of Workers Compensation or CTP Claims will be charged to the client and not the insurer and will be charged as per our regular fee schedule.

Cancellation Policy

An email will be sent to you approximately four days prior to your appointment reminding you of your appointment. This is a courtesy email and should not be relied on as the only prompting source that you have an appointment booked. Your appointments are booked online by you or in a session with your psychologist, therefore it is your responsibility to keep them in your calendar. You can cancel or reschedule your appointment by calling 0411 942 900 or emailing eastmaitlandholisticpsychology@gmail.com. To ensure that East Maitland Holistic Psychology Clinic provides the highest quality of care to our clients, please give at least **48 hours** notice if you are unable to attend your scheduled appointment. If you do not provide at least 24 hours notice, or do not attend without letting us know, a full cancellation/non-attendance fee will be charged. If more than 24 hours but less than 48 hours notice is given, 50% of the total fee will apply (please refer to Information and Consent form for details). This payment will be required prior to booking your next appointment. If you are accessing counselling through your Employee Assistance Program or NDIS, the paying organisation or another third party payer, they will still be required to pay for your missed session and this will reduce the total number of sessions available to you.

If you do not attend your appointment and do not let us know, you may receive a phone call from us to enquire if you would like to make a follow up appointment. However, if you miss more than one appointment without notice, any future appointments will be cancelled until we hear from you. We really want you to return and see your counsellor so please make every effort to keep us informed of your circumstances.

I, _____ (print name), have read and understood the above Consent Form. I agree to these conditions for the psychological service provided by East Maitland Holistic Psychology Clinic Pty Ltd.

(Please Note: If, after reading this page you are at all unsure of what is written, please discuss it with your psychologist before signing).

Client signature: _____ Date: _____