

Welcome to Psychology Central Varsity Lakes. **THANK YOU for choosing us. We take your concerns seriously and aim to provide the best quality service. To assist us with this process, we have Policies that ensure our service runs as smoothly as possible. Please make sure you read, understand and AGREE with our Policies prior to committing to sessions with us.**

**Information gathering** - as part of providing a service to you, psychologist of *Psychology Central (PC)* will need to collect and record personal information from you that is relevant to your current situation.

**Purpose of collecting and holding information** - The information is gathered as part of the assessment, diagnosis and treatment of the client's condition, and is used 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.

**Access to Client Information** - you as a client are entitled to access to the information about you kept on file, unless the relevant legislation provides otherwise.

**Confidentiality** - All personal information gathered by the psychologist during the provision of the psychological service will remain confidential and secure except where:

1. It is subpoenaed by a court
2. Failure to disclose information would place you or another person at serious/imminent risk
3. Your prior approval has been obtained to provide or obtain information from a professional or an agency (eg. GP, psychiatrist, lawyer) or another nominated person (eg. a parent or employer); or if disclosure is otherwise required or authorised by law

**Contact hours** – Luciana's client-contact hours are Mondays, Wednesdays and Thursdays 9am till 5pm and Tuesdays 11am till 7pm. When practice is unattended, please phone 55 78 98 68. Calls are attended to promptly by Brittney, the off-site administrative assistant.

**Fees & Cancellation Policy** – This is NOT a bulk-billing practice. Our fees may increase annually. Medicare or other rebates may apply. Fee is payable at the end of each session. You can pay by cash, Eftpos and Credit Card. Relevant rebates are processed immediately after session.

**Support letters and Reports** – brief support/statement letters can be written for clients who have had minimum 3 sessions with a Psychologist prior to requesting such letter. Support letters are FREE of charge. For psychological or psychometric reports, you will need to consult with a different psychologist.

**Medicare sessions** – Medicare can cover 6 + 4 sessions per calendar year. You need to have your referral at initial session and a re-referral after the 6<sup>th</sup> session for your rebates to be processed.

**Your responsibilities and considerations:**

- You will **CONFIRM** your appointment at least 24 hrs prior to the time you are scheduled to have one
- We send a **COURTESY** appointment reminder 48 hrs prior to the appointment. *It remains your responsibility to confirm your appointment*
- Our Reschedule Fee is half the standard fee (\$145). We charge a 'late reschedule' fee in ALL circumstances. With not charging you a FULL fee for the hour you have missed, we are demonstrating **COMPASSION** for your circumstances. We are asking that you meet us half way
- Please note that **ALL** appointments a) not attended without any notice and/or b) confirmed then not attended carry a *full fee* for the psychologist's hour
- Monday reschedules need to take place on Fridays the week prior as we are not open on weekends so whenever you are unsure about your attendance – reschedule ahead of time please

I, (print name in Block Capitals).....have read and understood the above information on the Policy Sheet. I agree to these conditions for the psychological service provided by *Psychology Central*.

Signature ..... Date .....