



## Service Agreement and Client Consent Form - Individual

### PSYCHOLOGICAL SERVICE

As part of providing a psychological assessment and counselling service to you, our psychologist will need to collect and record personal information from you that is relevant to your situation, such as your name, contact information, medical history and other relevant information as part of providing services to you.

This collection of personal information will be a necessary part of the psychological assessment and treatment that is conducted.

### PURPOSE OF COLLECTING AND HOLDING INFORMATION

Your personal information is gathered as part of your assessment and treatment, kept securely and, in the interests of your privacy, used only by your psychologist and the authorised personnel of the practice as necessary. Your personal information is retained in order to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service to you.

### CONSEQUENCE OF NOT PROVIDING PERSONAL INFORMATION

If you do not wish for your personal information to be collected in a way anticipated by this letter or the Privacy Policy, OGI Potential may not be in a position to provide the psychological service to you. You may request to be anonymous or to use a pseudonym unless it is impracticable for OGI Potential to work with you in this manner. In most cases, it will not be possible for you to be anonymous or to use a pseudonym.

### ACCESS TO CLIENT INFORMATION

At any stage you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation and the approval of the psychologist to release. The psychologist may discuss with you different possible forms of access. For an average file size there will be a cost of \$90 + GST to process this request.

### DISCLOSURE OF PERSONAL INFORMATION

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential except when:

1. It is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
2. Failure to disclose the information would, in the reasonable belief of the Psychologist, place you or another person at serious risk to life, health or safety; or
3. Your approval has been obtained to
  - a) Provide a written report to another professional or agency. e.g., a GP or a lawyer; or b) discuss the material with another person, e.g., a parent, employer, health provider or third-party funder; or
  - c) Disclose the information in another way; or
  - d) Disclose to another professional or agency (e.g. your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected.

Your personal information is not disclosed to overseas recipients, unless you consent, or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented or disclosed for any other purpose. In the event that unauthorised access, disclosure or loss of a client's personal information occurs, OGI Potential will use all reasonable endeavours to minimise any risk of consequential serious harm.



## FEES

The cost of a 50 to 60-minute consultation for **individual** sessions with a Clinical Psychologist is \$200 (with a rebate of \$128.40 if a Mental Health Care Plan is in place). The cost of a 50 to 60 minute consultation for **individual** sessions with a Generalist Psychologist is \$160 per hour (with a rebate of \$87.45 if a Mental Health Care Plan is in place).

Sessions conducted by the Department of Veterans Affairs, Open Arms, WorkCover, the National Disability Insurance Scheme and if otherwise organised (e.g., insurance agency that pays for the client's session) are completed without direct charge to the client.

Clients with a **Health Care Card or Pension Card** are offered a reduced rate. The cost of a 50 to 60-minute consultation for **individual** sessions with a Clinical Psychologist is \$170 (with a rebate of \$128.40 if a Mental Health Care Plan is in place). The cost of a 50 to 60 minute consultation for **individual** sessions with a Generalist Psychologist is \$130 per hour (with a rebate of \$87.45 if a Mental Health Care Plan is in place).

**Relationship/Couple** Counselling appointments are charged \$180 per session. Couples may also attend therapy outside standard business hours (i.e., Thursday evenings 4.30pm until 8pm) and these sessions are charged \$195 per session. Under current arrangements GP's cannot refer couples for Medicare funded Relationship Counselling sessions.

Fees are payable at the end of the session by cash, credit card/debit card. If a Mental Health Care Plan is in place, the client can elect to have the Medicare rebate refunded to their bank account after payment of their fee.

## CANCELLATION POLICY

If, for some reason you need to cancel or postpone your appointment, please give the psychologist at least two business days' notice. Sessions cancelled with less than two business days' notice will incur a missed appointment fee of \$87.45. Please note that the Australian Psychological Society (APS) recommends the missed appointment fee be set at the current recommended rate per session of \$251.

## APS CHARTER FOR CLIENTS OF PSYCHOLOGISTS

The APS Charter explains your rights as a client of a Psychologist. If you did not receive a copy of the charter and would like one, please see reception and they would be glad to give you a copy.

I, (Client Name) \_\_\_\_\_ understand this Service Agreement and Consent Form and confirm that a discussion regarding the limits of confidentiality have been discussed with me. I am also aware that in the course of my counselling my psychologist will provide brief reports to my General Practitioner (or other referring agent such as WorkCover) regarding the outcome of my assessment and therapy.

I agree to the above conditions for the psychological service provided by  
\_\_\_\_\_ (Psychologist).

Signature \_\_\_\_\_

Date / / \_\_\_\_\_

Please note: If, after reading this form you are at all unclear about any of the information provided, please discuss this with your psychologist.