



## NDIS Service Agreement and Client Consent Form

### 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 fee for NDIS individual therapy consultations is \$214.41 with a Clinical or a Generalist Psychologist. Self-managed clients pay this fee at the time of their consultation and we will provide a receipt to claim on the client's NDIS funding. NDIS plan managed clients will need to provide us with the plan manager's details and we will bill the plan manager direct. The amount of sessions available to the client will depend on the individual's funding for psychological treatment.

### CANCELLATION POLICY

If, for some reason you need to cancel or postpone your appointment, please give the psychologist at least two business days' notice. As per recommendations provided by the NDIS, two business days' notice is required to cancel or reschedule an appointment without accruing a missed appointment fee. The missed appointment fee is \$192.90 and is covered by the client's NDIS funding. If the client is self-managed the outstanding amount must be paid before another session can be booked. Please note: If a missed appointment fee is incurred, all future appointments will also be cancelled until the outstanding fee has been attended to.

I, (Client Name) \_\_\_\_\_ consent and understand this Service Agreement and confirm that a discussion regarding the limits of confidentiality have been discussed with me.

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.