

## ***Thank you for choosing SUNSHINE PSYCHOLOGY***

The below information has been prepared to answer the most frequently asked questions. If, however, you have further questions before coming to your appointment, please call or email.

### **Consent Form**

As part of providing a psychological service to you at Sunshine Psychology, Liz Smalley, will need to collect and record personal information from you that is relevant to your current situation. This information will be a necessary part of the psychological assessment and treatment that is conducted. You do not have to give all your personal information, but if you don't, this may mean the psychological service may not be able to be provided to you.

### **Purpose of collecting and holding information**

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 enable the psychologist to provide a relevant and informed psychological service.

### **Access to Client Information**

At any stage, you as a client, are entitled to access the information about you kept on file, unless the relevant legislation provides otherwise. The psychologist may discuss with you appropriate forms of access.

### **Confidentiality Policy and Consent Form**

This document sets out your rights and responsibilities in relation to information, security, access and confidentiality. This document also sets out information about your obligations regarding fees, cancellations and rebates.

### **Information Access and Security**

During the course of your treatment, personal information about you is collected to enable your treatment. All notes taken in the course of your treatment and all communications regarding your treatment form your Clinical Records. Your clinical records are stored in your patient file both electronically and/or in hard copy, which you

must consent to as a patient of this practice. You have a general right to access your records and all requests to access your records must be put in writing. Upon receiving your request it will be discussed with you. Access to your clinical records is subject to some exceptions which predominantly relate to your privacy, health or legal considerations.

## 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, or
2. Failure to disclose the information would place you or another person at serious and imminent risk; or
3. Your prior 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 or employer; or if disclosure is otherwise required or authorised by law.

Within Australia, all Psychologists participate in supervision – a statutory requirement for every psychologist as set out by the Psychology Board of Australia as the fulfilment of the condition of being registered as a Psychologist in Australia. During supervision, your symptoms, presentation, and case may be presented in discussion with a senior or peer supervisor/s who are all equally bound by the professional ethics and confidentiality codes. Your details will be removed, and you will be presented forward as a de-identified client, i.e., “Client A”.

## Fees

The full amount for the assessment is required 48 hours before the appointment. A 50% deposit is made at the time of booking. ***If the deposit has not been received within 7 days, that appointment will automatically be cancelled.*** You will not be reminded. All payments are made using direct deposit.

## Provision of TeleHealth Services

Where appropriate the service may be provided by telephone or videoconferencing.

You are responsible for the costs associated with setting up the technology needed so you can access telehealth services. Sunshine Psychology will be responsible for the cost of the call to you and the cost associated with the platform used to conduct telehealth services.

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. To support the security of your personal information this practice uses Halaxy and Zoom which are compliant with the Australian standards for online security and encryption.

### **Cancellation Policy**

If, for some reason you need to cancel or postpone the assessment, please provide at least 7 days notice. The more notice you can give us the better. Appointments are very limited and someone else will benefit from that appointment if you cannot attend.

You will only be able to reschedule an assessment twice, unless there are extenuating circumstances. You will not be able to cancel and reschedule repeatedly. After 3 cancellations you will not be offered another appointment.

If you change your mind about having an assessment, that's fine. Please let us know as soon as possible. A change of mind cancellation will incur a \$200 fee if we have less than 7 days notice. The balance will be refunded.

### **Emergencies**

Sunshine Psychology operates Monday-Thursday from 10am until 5pm. We do not offer crisis care or counselling. 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.

### **Social Media**

Whilst social media may be used as a platform to educate and spread awareness by Sunshine Psychology and its staff/s, in line with the social media guidelines proposed by the Psychology Board of Australia, social media will not be used as a means of communication between psychologists and clients. Please consider that social media

requests or communication will not be responded to by Sunshine Psychology and/or any members of its team.

I, \_\_\_\_\_ have read and understood the above Consent Form. I agree to these conditions for the psychological service provided by Liz Smalley of Sunshine Psychology.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

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

### **Charter for Clients of Psychologists**

The attached Charter explains your rights as a client of a psychologist.

#### **Charter for clients**

All psychologists are legally required to be registered in Australia, which means your psychologist is registered with the Psychology Board of Australia. Your psychologist is a member of the Australian Association of Psychologists Inc, one of the largest professional organisations for psychologists in Australia. These safeguards mean that your psychologist is properly trained and ensures that you receive a high quality, ethical service.

You have a right to expect that:

- You will be treated with respect at all times
- Your cultural background and language tradition will be respected
- You will be given a clear explanation of the services you will receive
- You will be asked to give your consent for any service provided by your psychologist prior to the service commencing and as it progresses
- You will receive an explanation about the confidentiality of the service and the exceptional situations where your confidentiality may not be protected
- You will receive a clear statement about fees for your psychologist's services
- There will be a discussion about the estimated number of sessions required to achieve your goals
- You will receive skilled and professional services from your psychologist
- There will be clear goals that you and your psychologist are working toward

- You can ask any questions about the service you are receiving.

Adapted from the APS Charter for Clients.