

General Information

The Sunshine Club Psychology Practice provides psychological intervention and assessment services to adults, adolescents, and children. Prior to providing any services to you, The Sunshine Club will gain informed consent about the nature of the service. You maintain the right to withdraw your engagement in treatment at any time without prejudice.

The Sunshine Club Psychology Practice psychologists are registered practitioners under the Psychology Board of Australia. Your rights as the client of a psychologist are outlined in The Charter for Clients of APS Psychologists. Please carefully read this charter prior to consenting to services. Should you have any questions about this information or would like a copy of this information, please discuss this with your psychologist.

This document contains information relevant to your treatment. Should you have any questions about the contents of this document, please discuss them with your psychologist.

Collecting and holding information

As a part of the provision of psychological assessment and intervention services provided to you, The Sunshine Club Psychology needs to collect and retain personal, sensitive and health information from you. The information collected may include (but is not limited to) your name, your contact details, the contact details of an emergency contact, relevant medical information, and other relevant information as appropriate. All information discussed in session, with external parties and as observed within session may be stored. This information is collected and stored as a necessary part of the psychological assessment and treatment process.

Confidentiality and Privacy

Psychologists at The Sunshine Club will safeguard the confidentiality of information provided during the provision of psychological services. Under some circumstances, confidential information obtained during the provision of services may be shared, under any of the following circumstances:

- a) With the consent of the relevant client or person with legal authority to act on behalf of the client;
- b) Where there is a legal obligation to do so;

- c) Where there is immediate and specified risk of harm to an identifiable person or persons that can be averted only by sharing information;
- d) Under the jurisdiction of The Privacy Act (1988) (Cth) Section 16A, item 1 where the entity (psychologist) reasonably believes that the collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
- e) Progress reports will be provided to the referring doctor where clients accessing services under the Medicare Better Access Initiative.
- f) When consulting colleagues for peer supervision, information you have provided may be discussed, however, your identity and any identifying information will be concealed.

Parent or Guardian Consent on behalf of a minor

A parent or guardian will provide consent to services on behalf of children and adolescents.

Sessions will be held one on one with the psychologist and the young person, and the parent or guardian will not be present in sessions unless otherwise agreed. When speaking independently with the young person, the psychologist may obtain information that will not be disclosed to the parent or guardian. This is to support the development of a safe and trusting therapeutic alliance between the young person and their psychologist to maximise treatment outcomes. All information that the psychologist deems necessary will be shared with the parent or guardian of the young person, including information where the young person is at risk of harm.

Fee Agreement and Cancellation Policy

The Sunshine Club charges fees for the services provided. The cost of these services must be paid at the time the service is provided to you, unless otherwise discussed.

The cost of services for psychological intervention are \$210.00 for a 50-minute session time. Sessions are strictly 50 minutes to allow time for therapists to attend to administrative matters relevant to your case. Should you exceed your session time, you may be billed accordingly.

You may be able to access rebates for your session cost under the Better Access initiative through Medicare. To access these rebates, you will need to have a Mental Health Treatment Plan provided to you by a medical practitioner. You may also access rebates through your private health insurance.

Should you require any written correspondence such as reports, or other correspondence that exceeds 15 minutes in duration, you may be billed for this time at the hourly rate plus GST. Please discuss this with your psychologist if this is required.

If you wish to cancel your appointment, you are required to provide 24 hours notice. If you fail to provide sufficient notice or do not show up to your appointment, you will be charged a cancellation fee of \$210.00. If you are more than 15 minutes late to your appointment without providing notice, your appointment will be cancelled and the cancellation fee will apply. If you are late to your appointment, your session time will not be extended.

Prices and charges may be subject to change.

After Hours or Emergency Care

The Sunshine Club does not offer emergency or after-hours care. The hours of operation are:

Monday to Friday 9:00am-5:30pm

During business hours, you can contact The Sunshine Club via phone on 0466 472 731 or alternatively, via email.

Should you or your child require emergency treatment or care please present to your nearest Emergency Department at the hospital or contact 000 immediately. You can also contact Lifeline on 13 14 11. Please discuss any instances in which you have accessed emergency care with your psychologist at your next appointment.

I have read and understand the above contents of this agreement. I agree to the conditions of receiving psychological services from The Sunshine Club.