

**This information is to save your time within the session, please read it and ensure you understand all of it. I will ask you if you have any questions at the start of your session.**

**Cancellation Policy:** 48 hours notice of session cancellation or re-scheduling is required or the full fee is charged. Consideration will be given to true emergencies, illnesses or misadventure.

**Account Payment:** You are welcome to pay cash and save processing fees. Otherwise, Payments are processed with your credit card which is stored for future use encrypted in my practice software, Halaxy. I cannot see anything other than the last 4 digits of your card. Processing fees are included in the session cost. [Link to fees page.](#)

**Medicare claims:** The practice will lodge your medicare refund free of charge if you have provided the doctors referral letter and medicare details. However, you are responsible for keeping tabs of sessions limits on each referral to ensure your access to refunds remains current.

**Private Health claims** are your responsibility, including informing the practice of health fund item codes needed for your receipt for claiming purposes. [Link to my page explaining more about claiming rebates.](#)

**COMMUNICATION POLICY** I reserve the right to keep emails and texts to a minimum and to respond to questions that entail lengthy or sensitive responses within the session. If you have an urgent problem you may try to contact me by phone, if you cannot reach me, or **if there is an emergency please call lifeline on 131 114 or emergency services on 000.**

**SOCIAL MEDIA POLICY** You may like or follow my professional pages but I will be unable now and in the future to friend or correspond with you on any personal pages.

### **CONFIDENTIALITY and the Process of PSYCHOLOGICAL THERAPY**

As a registered psychologist complying to the Australian Psychological Society Code of Ethics it is my duty to give you this information.

**TREATMENT** - I use a combination of known counselling techniques. You may decline or withdraw from treatment at any time provided sufficient notice is given. Leaving therapy should be given the same significance as it's beginning.

**THE PROCESS OF THERAPY** - The process of change entails an inevitable disruption of the status-quo and you may feel strong emotions during or after sessions. Therapy is a joint process so it is important you remain an active participant in your healing journey, this includes attempting any 'homework' activities that are suggested and letting me know what you feel is working or if anything didn't.

While I endeavour to maintain the highest professional standards, therapy is a unique human interaction and, particularly when difficult feelings are activated, there is also the occasional potential for misunderstanding. It is important to be aware of this and know that you are most welcome to discuss anything you are uncertain about.

Change takes time perseverance and will depend on your individual circumstances, the duration of the problem, the severity of the presenting symptoms and your capacity to invest in the therapeutic process. There is more information on what you might expect in therapy on this [page.](#)

**Limits of practice capacity.** Once I have enough information if your presentation is beyond the scope of my practice it is my responsibility to let you know as soon as possible so you can find someone who is more suited for you.

**NOTE TAKING AND RECORD KEEPING** - Taking notes is a required part of my service delivery. Your information is securely stored for 7 years following your last session then destroyed. You may see me scribbling things during session, most likely these are short notes of what you just said to jog my memory of your session, and not analytical appraisals. If you have a very good reason to (e.g legal) you may access your information under very restricted circumstances. If you feel this might be the case please let me know and I will ensure I keep legible notes.

**LIMITS OF CONFIDENTIALITY** - Contents of all therapy sessions are considered strictly confidential. Both verbal information and written records about a client cannot be shared with another party without the written consent of the client or the client's legal guardian. Noted exceptions are as follows:

**a. Duty to Warn and Protect** - When a client discloses intentions or a plan to harm another person a mental health professional is required to report this information to legal authorities. This includes abuse or neglect of a child or elderly person or other serious criminal activity. In cases in which the client discloses an imminent plan for suicide the health care professional is required to notify legal authorities and make reasonable attempts to notify the emergency contact of the client.

**b. Legal obligation** - In certain situations the court may subpoena information, however such information is strictly limited to information pertaining directly to the legal issue or reason for subpoena. If any of the above situations should arise I will make every attempt to inform you of exactly what information and to whom I need to disclose.

**c. Professional Standards** - To maintain my professional standards I am required to have sessions with supervisory psychologists (who are bound by the same code of confidentiality). *If* I present your information it is always presented in a way that protects your privacy and identity.

**d.** If I want to use your situation in a case study, presentation or professional article, I will ask your written permission first. No identifying descriptors will ever be used, you have absolute right to deny.

**e.** If you want to record a session please ask permission first. I am happy for clients to take notes in session for their own reference. I take no responsibility for your transcription of my words unless I have witnessed and signed them.