



Terms and Conditions

Psychological service

As part of providing a psychological service to you, *The Three Seas Group* needs 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 psychological services to you. Information collected through our registration process is stored on the secure third party website Snapforms.

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, is 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. A more detailed description is provided in the practice's "Privacy policy for management of personal information", which can be obtained by contacting The Three Seas Group on 03 9809 1000 or via email on enquiries@thethreeseas.com.au. The Privacy Policy contains information about how to access and seek correction of your personal information, and how to lodge a complaint about our management of your personal information.

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, The Three Seas Group 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 The Three Seas Group and/or Psychologist to deal with you or if the Psychologist is required or authorised by law to deal with identified individuals. In most cases it will not be possible for you to be anonymous or to use a pseudonym, however if the Three Seas Group and the Psychologist agree to you being anonymous or using a pseudonym, you must provide pre-payment for the appointment.

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. The psychologist may discuss with you different possible forms of access.

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
2. failure to disclose the information would in the reasonable belief of the ("Insert name of Psychologist/Practice") place you or another person at serious risk to life, health or safety; 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, eg. a parent, employer or health provider; or
 - c) disclose the information in another way; or
4. you would reasonably expect your personal information to be disclosed 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; or
5. disclosure is otherwise required or authorised by law.

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.

Fees

The cost of an individual consultation are as follows:

General Psychologist: from \$240 to \$295.

Clinical Psychologist: from \$285 to \$340.

Counsellor: from \$135 to \$205.

Provisional Psychologist or Student Counsellor: from \$85 to \$170.

Appointments are to be paid in full at the time of the appointment.

A reduced fee or Bulk Billing is applicable to clients with a valid concession card, i.e. health care card or pensioners card. Only a limited amount of practitioners offer reduced fees or Bulk Billing appointments.

Cancellation Policy

If, for some reason you need to cancel or postpone your appointment, The Three Seas Group requires at least 48 hours (to the hour) notice. Appointments cancelled or rescheduled less than 24 - 48 hours will incur 50% of the

appointment fee. Appointments cancelled or rescheduled within less than 24 hours will incur 100% of the appointment fee.

An appointment reminder is sent out via text, 72 hours prior to your appointment. This is a courtesy text message and you should not solely rely on this due to it being sent through an automatic system. All appointment changes are to be made via phone or email.

Online Booking System

Booking Confirmation

Please note that you will be contacted within 48 hours by our Client Connect Team to confirm and finalise the appointment. If we are unable to get a hold of you within 48 hours, your appointment will be cancelled.

During this phone call we will confirm:

- The time, date, and location of your appointment.
- The consultation fee.
- The suitability of the selected Psychologist. If the Psychologist is not able to provide the appropriate services required we will assist you with identifying another suitable Psychologist.

The full consultation fee is payable at the time of the appointment. You may be eligible for a Medicare rebate or private health rebate. Reduced Fee or Bulk Billing appointments are not offered through the Online Booking System.

New Bookings

To secure your appointment, a deposit of 50% of the appointment fee is required. We accept payment by credit card over the phone or through bank transfer. This fee is non-refundable within 48 hours of your appointment.

APS Charter for Clients of Psychologists

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