



Sophie Burren
Clinical Psychologist (Registrar)
BPsychSc(Hons), MPsych(Clin), MAPS, AMACPA
ABN 82 527 211 271 PSY0002082505 Medicare Provider 6242321K
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<https://www.sophieburrenpsychology.com/>

CLIENT SERVICE AGREEMENT FORM

Please note this practice does not provide medico-legal, family court, or forensic assessments or reports. This practice is **not** an emergency mental health service, for all emergencies please contact:

- **Mental Health Emergency Response Line (MHERL): 1300 555 788 (Perth Metro) or 1800 676 822 (Peel)**
- **Rural Link: 1800 676 822**
- **Suicide Call Back Service: 1300 659 447**
- **Lifeline: 13 11 14**
- **Emergency Services: 000 or present to your nearest Emergency Department**

PSYCHOLOGICAL SERVICES

People enlist the services of psychologists for a vast variety of reasons; with some accessing therapeutic supports following an immediate and distressing event, crisis, or adjustment in their life, whilst others may access therapeutic supports for longer term difficulties, family systems issues, or simply to explore their own functioning and relationship with themselves and their world. This practice is a telehealth only service with all sessions conducted via video conferencing, and or over the phone; with appointments lasting 50 minutes. The frequency with which you might see a psychologist and intervention will vary depending on your presenting concerns and your psychologist's assessment of this and will be collaboratively discussed in the initial sessions to best meet your needs.

Please note that the initial assessment appointment is an opportunity for your psychologist to assess your needs and to make an informed decision about if the service is a good fit for you, should your psychologist feel that the current practice is unable to provide the appropriate supports they will make recommendations on other services and or service providers who may be better suited to your needs, and or refer you back to your GP for their management of referral to other services. This will be discussed collaboratively with you.

QUALIFICATIONS

Psychologists are distinct from Psychiatrists in that they are not medical practitioners and do not have prescribing rights, with psychology the study of human behaviour and cognition. A Clinical Psychologist Registrar is a practitioner with full AHPRA registration as a psychologist, who has elected to undertake further training through a Registrar program to work towards their endorsement as a Clinical Psychologist. Clinical Psychologist Registrars have completed a four-year undergraduate degree often with honours, and a two-year postgraduate Master of Clinical Psychology degree; prior to undertaking a further two-year Registrar program in which they continue to attend weekly supervision around their clinical practice as part of the requirements for full endorsement as a Clinical Psychologist.

RECORD KEEPING

As a provision of ethical psychological services, your psychologist is required to record, and keep, appropriate documentation of a personal nature in a confidential individual client record. You are entitled to access a summary of your personal information should you wish to do so, unless the legislation prevents such access, you may discuss this with your psychologist at any time and they can discuss appropriate access options with you.

CONFIDENTIALITY

In accordance with the Australian Psychological Association Code of Ethics, all personal information collected and recorded will remain private and confidential, and utilised solely by your psychologist in their provision of psychological services; except where:

1. It is subpoenaed by a court of law, or
2. Failure to disclose the information would place you or another person at serious or imminent risk; or
3. If disclosure is otherwise required or authorised by law; or
4. Your prior approval has been obtained to
 - a) Provide a written report, document, or correspondence to another professional or agency. E.g., a GP under a Mental Health Care Plan, a Health Insurer under private health insurance, a lawyer etc.; or
 - b) Discuss the material with another person, E.g., a parent, partner, employer, education facility, etc.

PAYMENT AND FEES

***Full payment is due on the day of your appointment.**

The fees that psychologists charge vary, depending on the services they offer, and the settings in which they work. The recommended fee by the Australian Psychological Society for a session of approximately 50 minutes duration is \$280.00, this practice has structured its fees with this in mind with current fees set at \$230.00 per session, reviewed annually. You may be eligible for a Medicare rebate of \$89.65 per session under the GP Better Access Scheme (Mental Health Care Plan). Payments are required to be made on the day of the session, as this practice is only available on limited hours, automatic payments are taken the day of your session and requires a securely stored bank card and available funds in the account on the day of your appointment for this process. Please note declined payments may incur a reprocessing payment fee.

1. I understand that to access therapeutic services through Sophie Burren Psychology, my current credit card details are required to be securely stored by the practice for automated billing at the time of my appointment.
2. I understand that should this transaction be declined at the time of taking payment this practice will attempt 1 further payment the following day before reverting to our unpaid fees process. This includes in the event of my failure to attend the appointment, and for late cancellations.
3. I understand that the full fee is due at the time of my appointment, and it is my responsibility to ensure that the money is available in my account for same day automated billing.

***Please note this practice does not offer bulk billing.**

Medicare rebates

Rebates are available for a range of specified psychological services for people with certain conditions, including:

- a) People with mental health disorders,
- b) Women who are concerned about either a current pregnancy, or one that occurred in the previous 12 months,
- c) People who have a chronic medical condition and complex care needs,
- d) Follow-up allied health services for people of Aboriginal or Torres Strait Islander descent.



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To be eligible to receive psychological services under Medicare, a person must be referred by his or her GP or in some instances by a psychiatrist, paediatrician, or consultant physician; please consult with your medical practitioner or discuss this with your psychologist prior to your appointment if you feel you may be eligible for Medicare rebated sessions. Please note if you wish to claim a Medicare rebate for your initial session, an appropriate referral and care plan must be obtained and provided to the practice prior to your appointment.

Private Health Insurance Rebates

Private health insurers may also rebate part of the cost of psychological consultations depending on your level of cover. Contact your health insurance provider for further information. Please note you cannot access both Medicare and Private Health Insurance rebates simultaneously.

UNPAID SESSIONS

Please note, you will not be permitted to book any further appointments until all outstanding accounts are settled. Unpaid accounts, unable to be resolved, will be referred to our lawyer for debt collection and accordingly a legal and administration fee will be added to your account.

ADDITIONAL FEES

Additional fees may apply should extensive time be required outside of session, however, this will be discussed with you prior to the provision of these services; for example, additional fees may apply in the case of the need for the practitioner to prepare reports, letters, files, and emails not typically considered within the scope of standard practice.

CANCELLATIONS / NON-ATTENDANCE

A minimum of **48-hours' notice is required** for appointment cancellations or to reschedule. Failure to provide appropriate notice will result in a late cancellation or non-attendance fee for all clients as per practice policy, **charged to the full session fee of \$230**. This cancellation policy is in accordance with the Australian Psychological Society's recommendations and reflects the time set aside for you and allows time for your session time to be offered to another patient who may be on a cancellation waiting list. Please note Medicare and private health fund rebates do not apply to cancelled or missed appointments and are to be paid in full, as an out-of-pocket expense, before your next appointment will be scheduled.

TELEHEALTH

I understand that as a Telehealth only practice, I will not be attending sessions in a face-to-face capacity at any time throughout service provision. I also acknowledge that:

1. Telehealth, whilst offering a range of benefits around flexibility, medical safety, and ongoing provision of care even in times of lock down or isolation does also have some limitations and at the discretion of my psychologist may not be suitable for me.
2. My psychologist is taking all the necessary precautions to ensure my privacy and confidentiality in accessing therapeutic supports via telehealth including:
 - The use of video conferencing software with end-to-end encryption and high security standards
 - The use of a private and confidential space and / or headphones
 - Not allowing any video or voice recording of all sessions conducted through telehealth

3. Despite the above precautions, as with any digital/technological medium that there is always a small risk of data breaches via hacking and or third-party interference.
4. If a session should be abruptly ended by myself or another in my vicinity:
 - I understand that my psychologist will attempt to ensure my safety via x 2 attempts to either call, text, or reconnect the telehealth session within my session's timeslot (e.g., within the allocated 50 minutes)
 - I understand that my psychologist has an ethical obligation to ensure my safety and if I fail to respond to the above attempts, a Police wellbeing check will be organised with all necessary personal information provided to facilitate same.
 - I acknowledge that this can include but is not limited to my psychologist providing the Police with my address, full name, DOB, next of kin, and contact details to facilitate a wellbeing check if I have failed to ensure my safety.
5. In the event of technological difficulties in which the session is unable to be continued via video conferencing:
 - I understand that my session will be continued via phone call instead
 - And that this is considered a fully provided session and incurs the same fees associated with a telehealth consultation.

DECLARATION OF CONSENT

I, (print name) _____ have read and understood the above service agreement. I consent to these conditions for the psychological service provided by Sophie Burren (SB) Psychology and understand that I can withdraw my ongoing consent at any time with resulting cessation of services.

Signature _____

Date _____

Please Note: If, after reading this page you are at all unsure of any of the policies of this practice, please discuss it with your psychologist at the time of your initial appointment.