



**Sophie Burren**

**Clinical Psychologist**

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## **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 wide 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 attempt to 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 in Australia. Psychologists work with the therapeutic treatment and diagnosis of mental health and wellbeing, human behaviour, cognition, and emotion.

A Clinical Psychologist is a practitioner who has completed a 4-year undergraduate degree in Psychology often with Honours, and has undertaken further specialised education at post-graduate Masters level. Following graduation from their post-graduate degree, they are then required to undertake a Board approved Registrar training program, completed over 3000 hours.

"A clinical psychologist is a psychologist who is an expert in mental health. They have undertaken highly specialised APAC-accredited training in the assessment, diagnosis, formulation, and psychological treatment of mental health, behavioural, and emotional disorders across the lifespan. The education and training of clinical psychologists takes eight years. Clinical psychology is a science-based profession that integrates theory and clinical practice to understand, prevent, and relieve psychological problems or disorders whether they are mild, moderate, severe, chronic, or complex" - *The Australian Clinical Psychology Association*

## **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. Please note, under privacy legislation and in line with governing body recommendations, this practice complies with record retention and



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destruction regulations, with all client records destroyed 7 years from the date of last contact, where you are no longer a current client.

### **Use of AI technology and dictation software**

I acknowledge that this practice at times may utilise AI-based health transcription tools to support clinical notetaking and dictation. I understand that my data will only be utilised by AI-based health tools that comply with the Australian Privacy Principles and are compliant with AHPRA and HIPAA standards, and that these tools adhere to industry encryption and security protocols and operate on secure servers in Australia. Further, I understand that my data does not contribute to training AI models and is not used for any secondary purpose outside of my psychologist's provision of services to me under this service agreement.

I understand that the transcription and dictation tools, do not replace my psychologist's professional judgement, assessment, or documentation of my care; they serve only to streamline documentation, and all clinical records are reviewed thoroughly prior to their inclusion.

This practice currently utilizes NovoNote, which is an Australian based company built by psychologists, for psychologists. NovoNote complies with the Australian Privacy Principles and is compliant with AHPRA and HIPAA standards. It adheres to industry encryption and security protocols, and all data is managed on a secure server in Australia, and their data processors never train AI models using your data.

### **INTAKE DOCUMENTS**

As a provision of ethical psychological practice and duty of care, it is a requirement when undertaking services through Sophie Burren Psychology that you complete the provided digital intake documents prior to your initial appointment. These documents include but are not limited to psychometric assessments, contact information, demographic information, and forms to streamline procedural requirements (payment, Medicare details, service agreement, etc.) and are mandatory prior to attendance at an initial appointment.

In the event intake documents are not completed prior to your scheduled initial appointment, please note that your psychologist reserves the right to reschedule and or cancel your appointment at any time, until they are completed. It is a duty of care requirement of accessing this service that a current and accurate address, phone number, and emergency contact number are provided through intake; and this practice reserves the right to discontinue services where these are not provided and or are deliberately misleading.

### **CONFIDENTIALITY**

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

1. It is subpoenaed by a court of law; records are obtained under a Medicare Audit; or records are requested by the Department for Child Protection and Family Support where there is child safety concerns; or if disclosure is otherwise required or authorised by law.
2. The content or disclosure falls within the parameters of State based Mandatory Reporting requirements, and the psychologist must report as part of their legal and ethical duty of care.
3. Failure to disclose the information would place you or another person/animal at serious or imminent risk.
4. As part of your psychologists ongoing duty to ethical practice, your de-identified case may be discussed in clinical or peer consultation as part of their registration requirements to ensure the highest standard of care; or:
5. 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, Psychiatrist, Lawyer etc.; or
  - b) Discuss the material with another person, E.g., a parent, partner, employer, education facility, etc.



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6. In the event your psychologist should become incapacitated and unable to provide services for any reason, another practitioner will be nominated to manage cancellations, and handover of clients.
6. For administrative, and service management purposes (inclusive of administration services, and accounting personnel where appropriate and required).

## **PAYMENT AND FEES**

### **\* Please note this practice does not offer bulk billing, and full payment is due at the time of your appointment**

The fees that psychologists charge vary, depending on the services they offer, and the settings in which they work. The 2024 – 2025 financial year recommended fee by the Australian Psychological Society for a session of approximately 50 minutes duration is \$318.00, this practice has structured its fees with this in mind with current fees set well below this at **\$255.00 per session**, reviewed annually. You may be eligible for a **Medicare rebate of \$145.25 per session** under the GP Better Access Scheme from the 1<sup>st</sup> of July 2025 (Mental Health Treatment Plan), meaning post rebate there is an **out-of-pocket cost of \$109.75**. Payments are required to be made on the day of the session, with automatic payments processed at the time of your appointment, which requires a securely stored bank card and available funds in the account on the day of your appointment for this process.

1. I understand that to access therapeutic services through Sophie Burren Psychology, my current credit card details are required to be securely stored by this practice's client management system Halaxy for automated billing at the time of my appointment.
  - I acknowledge that Halaxy's payments gateway is powered by Braintree Paypal in Australia, who are one of the world's largest online payment providers and have a stringent data and security policy when it comes to storing cardholder details. I understand that the practice has taken all reasonable steps to ensure my digital safety, and that any data breaches or concerns around same, are to be addressed with Braintree PayPal Australia.
2. I understand that should this transaction be declined at the time of taking payment this practice will attempt further payment 24 hours post same, and that reprocessing fees may be added, 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.

## **Medicare Rebates**

Rebates are available for a range of specified psychological services for people with certain conditions. 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. By signing this consent form, I acknowledge that it is my responsibility to ensure I have a valid referral, and available sessions for the calendar year. In the event that a Medicare claim is declined, I acknowledge that this is not the responsibility of the practice, and that I have been deemed to be ineligible for a rebate by Medicare for the claimed date of service and the full fee applies.

## **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**



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Please note, you will not be permitted to book/attend 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.

### **INAPPROPRIATE BEHAVIOUR**

Please note, inappropriate, abusive, and or aggressive behaviour of any kind directed towards this practice or those associated with this practice, will not be tolerated. The practice reserves the right to terminate any services and or communication effective immediately and without prior notice, at their discretion, where a client and or prospective client's behaviour is deemed unsafe, or to have had intention to cause intimidation or compliance through inappropriate, aggressive, and or abusive behaviour. Failure to cease behaviour following same, will be referred on where necessary to Police and or appropriate services.

### **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 \$255.00**. 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, I acknowledge that there is always a small risk of data breaches via hacking and or third-party interference and that this is a reality of digital services, and that the practice will cease any sessions immediately where they become aware of same. I understand this is outside of the practices control and that my psychologist will do everything they can to reduce any potential harm to myself.
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, should I fail to respond to the above attempts, my psychologist will attempt to contact my emergency contact.



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- Failing this, a Police wellbeing check will be organised with all necessary personal information provided to Police 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.
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.

### **UPDATES TO POLICIES AND PROCEDURES**

Clients acknowledge that they are required to re-consent annually as part of ethical care, this practice employs a re-consenting review process on the 1<sup>st</sup> of July every year, where we will re-consent clients identified at this time who may have had a change in their circumstances that require us to review their consent in order to keep in line with our legal and ethical requirements. As with any business, this practice reserves the right to update policies, fees, procedures, and services at any time; and that they will receive updated consent forms through ongoing access to services and will be notified of any major changes affecting them. Clients also acknowledge that they accept that their continued use of the service post the date of changes, constitutes their agreement to this change. Clients are welcome to remove their consent at any time in writing and cease access of services through this practice immediately should they no longer consent to the changes.

### **DECLARATION OF CONSENT**

**I, acknowledge that I 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 immediate 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.**