



GV Developmental Clinic
636B Wyndham St Shepparton VIC 3630
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Ph: (03) 5858-1757
Email: admin@gvdc.com.au
Web: <https://gvdevelopmentalclinic.com.au>

EXPLANATION OF SERVICES

PLEASE READ & KEEP THIS INFORMATION

This document provides relevant information about the allied health and mental health services provided in our clinic.

If you have any questions prior to your first appointment, please call our office on 5858-1757 or email admin@gvdc.com.au.

Admin Staff & Clinicians

Office Administrator
Counselling Psychologist
Provisional Psychologist
Clinical Psychologist
Psychologists

Child & Youth Psychiatrist
Occupational Therapists

Speech Pathologist
Physiotherapist

Ms Kristin Good
Ms Susan Galambos Colmer
Ms Sanjana Raj [supervised by Susan G Colmer]
Ms Tracy Dunkley
Ms Lucy Walls [telehealth only]
Ms Annalise Reid [telehealth only]
Dr Tejas Golhar
Ms Hayley Tapscott [mat leave]
Ms Ashleigh Hunt [mat leave]
Ms Kate Sandercock [mat leave]
Ms Melissa Murphy [mat leave]

Appointments

All appointments are made in advance. It is important that you arrive for your face-to-face appointment on time and that you join telehealth video meetings in time. Late arrival will result in either reduced time for or cancellation of your session with the full fee charged.

Face-to-face appointments are held in the clinic. Consultations outside the clinic (eg at a school, hospital, etc) are by prior arrangement.

Service Provision

At GVDC we provide private services as well as government-subsidised services: eg NDIS, Medicare, WorkCover, TAC, Victims of Crime, etc.

Subsidised services (eg Medicare, NDIS, etc) usually have specific eligibility criteria and requirements: some of these are noted in our fees section.

Mental Health Crisis

We are unable to provide crisis consultations at short notice. If you need urgent mental health assistance, please call the GV Area Mental Health Service Centralised Triage <http://www.gvhealth.org.au/services/mental-health/> at GV Health on **1300 369 005 (24 hour triage line)**.

Payment of Fees

Recommended allied health (eg OT, Psychology, SP & Physiotherapy) fees range between \$200-\$260 per hour. Our allied health fees remain below the recommended fees in order to minimise 'out of pocket' expenses as much as possible. We receive no government funding and our fees must cover our clinic's infrastructure and all operational overheads as well as our employees' and subcontractors' personal incomes.

Consultation fees are due and payable at the end of the consultation. Assessments require a 50% deposit at the time of booking and reports are paid in advance.

Cancellations

Based on professional guidelines, cancelling an appointment with less than 48 hours' notice, or not attending a scheduled appointment, will incur a cancellation or non-attendance fee.

>>>If you are unable to attend a scheduled appointment, please call or email our clinic as soon as possible, to avoid paying the fee, and to enable us to offer the appointment to someone on our waitlist.

For additional information about fees, including cancellation fees, please refer to the **Independent Private Fees** section.

Medicare Bulk Billing

We do not bulk bill under Medicare, except for specific 'collateral' Psychiatry appointments.

Housekeeping

We ask you to silence or turn off your mobile phone in the building and not to take/make phone calls or check, read or send text messages during consultations.

No alcohol or cigarettes are allowed in the building. In addition, no junk food, lollies, cakes, chewing gums or soft drinks are allowed in the building.

We ask you not to bring or leave rubbish in the building – please take your rubbish with you.

>>>COVID-Safe restrictions and hygienic and distancing measures apply, as per our COVID-Safe Plan [see below].

Children

Children must be accompanied in the building by at least one parent/guardian, at all times.

COVID-SAFE PLAN

Our COVID-Safe Plan explains the protective, distancing and hygiene measures for face-to-face assessments and consultations in our clinic, during the COVID19 pandemic. All visitors, clients, contractors, employees and tenants of GVDC are required to read, agree to and follow these guidelines.

>>>Please read our COVID-Safe Plan directly from our website at <https://gvdevelopmentalclinic.com.au/covid19> and sign the attached consent form.

>>>If you are unable to access our COVID-Safe Plan online, please contact and ask us to email or mail you a copy, prior to you signing the attached consent form.

TELEHEALTH SERVICES

GVDC provides telehealth telephone or video consultations when these are more convenient due to distance/circumstances and/or to avoid close contact during the current COVID19 pandemic. Standard principles of privacy, confidentiality, management of private information, fees and cancellation fees apply.

>>>Please read about our telehealth procedures directly from our website <https://gvdevelopmentalclinic.com.au/telehealth> and then sign the attached Telehealth Consent form.

>>>If you are unable to access this information online, please contact and ask us to email or mail you a copy, prior to you signing the consent form.