

Terms of Service

Hello and welcome to I am ME psychology. The following is an explanation of services form.

You are required to provide consent to receive psychological services, either for yourself or on behalf of your child. Kindly review and fill out the consent and release forms.

The Registration Form & Consent for Psychological Service collects your information and grants permission for assessment and/or therapy for either you or your child.

In the event that your case requires communication with third parties, the Permission to Consult/Release Information form is crucial. Written consent for such communication is essential. If third-party liaison, such as with a school, doctor, or other individual, is deemed necessary, this will be discussed with you.

For clients funded through the National Disability Insurance Scheme (NDIS), a separate Service Agreement is required. Please note that this practice operates as a Non-Registered Provider and can only cater to clients who have opted for Self Management.

Collection and Access of Information

In delivering psychological services to you or your child, psychologists will gather and document pertinent personal information related to your or your child's circumstances. This information is integral to the psychological assessment or treatment process.

Your personal information is kept securely and, in the interests of your privacy, used only by your psychologist, and the authorised personnel of the practice (as necessary) and any authorised service provider in accordance with the practice's policies and procedures. Your personal information is retained 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, which can be obtained via our website. 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.

Upon written request, you have the option to review and/or receive a summary of the material documented in your or your child's file unless the relevant legislation indicates otherwise. In the case of an adolescent receiving independent services, they may also request to view and/or receive a summary of the material in their file upon written request. The psychologist may discuss with your different possible forms of access.

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, I am ME psychology may not be able to provide the psychological

service to you. You may request to be anonymous or to use a pseudonym, unless it is impracticable for I am ME psychology 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.

Confidentiality

Any personal information obtained during the delivery of psychological services will be treated with confidentiality and maintained securely, except in the following circumstances:

1. it is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
2. failure to disclose the information would in the reasonable belief of the psychologist place a client or another person at serious risk to life, health or safety; or
3. the client's prior approval has been obtained to:
 - provide a written report to another agency or professional, e.g., a GP, school staff, other professionals involved in care etc; or
 - discuss the material with another person, e.g. a parent, health provider, or third-party funder; or
 - disclose the information in another way; or
 - disclose 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.
 - Where a referral has been provided (for example from a GP, paediatrician, or other health professional), the use of that referral is taken as consent for the psychologist to liaise with the referring practitioner as clinically appropriate. This may include providing relevant updates, reports, or documentation required for treatment coordination, care planning, or funding and referral requirements.
4. Psychologists may also discuss aspects of their clinical work with qualified supervisors or supervisees for the purposes of professional supervision, training, and ensuring high-quality care. In these circumstances, identifying information is minimised wherever possible and confidentiality obligations continue to apply.

Your personal information will not be used, sold, rented, or disclosed for any other purpose. If unauthorised access, disclosure, or loss of a client's personal information occurs, I am ME psychology will use all reasonable endeavours to minimise any risk of consequential serious harm.

Data Security, Retention and Online Communication

The privacy of any form of communication via the internet or a mobile device is potentially vulnerable and limited by the security of the technology used, including emails sent and received.

I am ME Psychology uses the practice management software Halaxy and the telehealth platform CoviU to support service delivery. Halaxy is a cloud-based health practice management system that provides a platform for healthcare providers to manage appointments, billing, and client records. Information gathered and provided throughout the therapeutic process, including clinical notes and administrative records, is stored within the Halaxy client records management system. Halaxy reports that information is encrypted and stored in a securely protected off-site data centre.

This practice may also use Heidi Health, an AI-assisted clinical documentation tool, to support the creation of clinical notes from therapy sessions. Heidi Health assists with accurate record-keeping and administrative efficiency. Any use of such technology occurs within secure systems and in accordance with applicable privacy legislation, professional standards, and ethical obligations.

CoviU is an in-browser telehealth platform that provides secure video consultations. Data transmitted through the CoviU platform is encrypted using technologies designed to support secure communication. CoviU reports maintaining high standards of privacy and security for sensitive health information.

For these providers, we recommend reviewing their privacy policies and terms of service so you can understand how your personal information may be handled by these systems.

Halaxy Terms of Use and Privacy Policy:

www.halaxy.com/article/terms/practitioner

www.halaxy.com/article/privacy

CoviU Privacy Policy and Terms of Service:

<https://www.coviu.com/en-au/privacy>

<https://www.coviu.com/en-au/terms>

Heidi Health Privacy Policy and Terms of Use:

<https://www.heidihealth.com/privacy>

<https://www.heidihealth.com/terms>

We take reasonable steps to safeguard the personal information we retain and aim to protect it from misuse, loss, unauthorised access, interference, modification, or disclosure. Personal information is retained only for as long as required for clinical, administrative, and legal purposes, in accordance with applicable professional and legal record-keeping requirements.

While reasonable measures are taken to maintain the security of electronic information, it is important to recognise that no method of internet transmission or electronic storage is completely secure. I am ME Psychology cannot guarantee the absolute security of any information transmitted electronically, and individuals who choose to communicate with the practice via electronic means acknowledge that they do so at their own risk.

Appointments

Appointments can be made via our website: www.iammepsychology.com.au or via email: welcome@iammepsychology.com.au and ongoing appointments can be arranged within your session for current clients.

A standard consultation is 50 minutes. Please arrive on time for your appointment. Late arrivals will lead to a shortened session, but the full session fee will still be applicable. If you are present for less than the designated session time, a reduced rebate (if applicable) will also apply. The session will conclude at the agreed-upon time to avoid delays for subsequent clients. This policy applies to both in-person and Telehealth sessions.

Service Fee's

A standard consultation is 50 minutes and costs \$260. Our fees are less than the Australian Psychological Society (APS) Schedule of Recommended Fees which is \$300 for a standard consultation with a Clinical Psychologist. Our goal is to maintain reasonable fees, and our rates are established below this benchmark.

Other fee's:

- Emails, phone calls, reports and brief update letters that take up to 30 minutes will be charged at \$156
- NDIS Review reports will be charged at the session rate of \$260 per 50 minutes, plus GST
- Emails and letters to General Practitioners/Paediatricians as part of usual referral updates incur no fee.
- Offsite Consultations attract travel fee's that are not rebateable – this needs to be discussed with your psychologist

While a psychological consultation does not attract GST, please be aware that services not relating to health related intervention such as a Late Notice/Did Not Attend Fee, emails, and Reports, etc. may be subject to GST.

Depending on the referral received or your Private Health Insurance or other available funding, you or your child may be eligible for rebates or funding.

Please Note: credit card authorisation is required to secure a booking.

Email/Telephone Fee Schedule

Reading and responding to emails and/or taking a phone call from clients is not typically charged, however this depends on the length of time taken to complete. If this process takes longer than 5 minutes the following fee schedule will apply.

- Up to 15 minutes \$78
- Up to 30 minutes \$156

- Up to 40 minutes \$208
- Up to 50 minutes \$260

Phone calls in between sessions are unlikely to occur without an allocated appointment time. Please email welcome@iammepsychology.com.au if you require a phone call in between your scheduled appointment times. At times, scheduling phone call consultations will involve coordinating with other professionals, such as school staff or other health professionals. Prior written consent will be necessary before these consultations can be scheduled. An email will be sent in response to schedule a time for the requested phone call. When you agree to schedule the phone call you are agreeing the fees above are charged.

Payment Options

There are a number of payment options. All fee's must be paid at the time of the consultation.

1. Bank Transfer. Proof of transfer must be provided and emailed at the end of the appointment. This payment option has no additional fees. This option is only available to ongoing clients and if payments are consistently made on time. Otherwise you may be advised to use another payment method outlined below.

2. Tap Payment. Payment is taken at the end of the in-person consultation. All Debit and Credit cards accepted. A 1.1% fee applies, this is payable by the client.

3. Halaxy system payment. Payment is taken remotely via Halaxy. Halaxy processes payment on the day of service on behalf of the client using the card details provided to secure your booking. An approximate 2% fee applies, this is payable by the client.

If payment is not made on the day of an appointment, or if a cancellation fee is owing, an invoice will be emailed to you. The appointment fee or cancellation fee including any transaction fee's, will be charged to the credit card detailed in the Credit Card Authorisation via Halaxy and a paid invoice will be emailed to you for your records. All outstanding fees must be paid prior to the provision of further services from I am ME psychology.

Funding

You are not required to have a referral for psychological consultation and are welcome to choose to pay privately.

Medicare

To access Medicare rebates for psychology assessment and treatment sessions, a valid referral from your General Practitioner (GP), Paediatrician, or Psychiatrist is necessary. Therese Melhem is a registered Clinical Psychologist under Medicare. Individuals, both adults and children, referred under a Mental Health Care Plan may qualify for up to 10 sessions per year, eligible for a partial rebate from Medicare. According to Medicare regulations, you are required to pay the full fee during the consultation and using your paid receipt claim your rebate via the

Medicare app or Medicare claims can also be processed through Halaxy. Medicare rebates are now available if you would like to involve a family member or carer in your mental health treatment under the Better Access to Psychologists through the MBS initiative (Better Access). A family member or carer can receive up to two sessions per year. Any sessions they receive will count towards your allocation of 10 individual sessions per year under Better Access.

While a rebate is available for up to 10 sessions annually, it is often necessary to plan for additional sessions beyond this limit for the effective treatment of most mental health conditions. It is advisable to prepare for this possibility. It is the responsibility of the client to obtain a valid referral or review (typically required following the first 6 sessions) from their referring practitioners prior to consultations to be eligible for rebates, otherwise a rebate may not be applied.

Helping Children with Autism

The 'Helping Children with Autism' initiative provides a Medicare rebate for assessments and therapy related to Pervasive Developmental Disorders, including Autism Spectrum Disorders. A rebate for 4 assessment sessions and a total of 20 intervention sessions may apply, that can be used until the individual's 15th birthday. To access these rebates, a referral from your Paediatrician is necessary.

Private health insurance

Private health insurers may provide partial rebates for psychological counselling as extras cover. It is recommended that you confirm your level of cover with your insurance provider.

National Disability Insurance Scheme (NDIS)

This practice operates as a Non-Registered Provider and can only cater to clients who have opted for Self Management.

Cancellation Policy

If you cannot attend your scheduled appointment, kindly provide as much notice as possible. This allows us the opportunity to offer that session to someone on our waiting/cancellation list. I am ME psychology is committed to providing consistent and sound services to families, and missed appointments maybe useful to others waiting for an appointment.

As per APS recommendations, appointments cancelled with less than 24 hours notice will incur the full session fee. Please note, Public Holidays are not deemed business days' and are therefore not considered within the 24 hour period for cancelations, regardless if the psychologist you are seeing is working on that day.

If circumstances permit, the option for a phone call or video-call session may be offered as an alternative to in-person attendance (with the child or caregiver). This allows for the session to be used effectively. Medicare rebates and NDIS rebates may also apply.

Text message reminders will be sent two days before your appointment; no response is necessary. However, it is your responsibility to attend your scheduled time, and the absence of a reminder does not diminish this responsibility. While certain funding bodies may cover late cancellation/did not attend fees, it's important to note that Medicare rebates are not available if you fail to attend your appointment. Also late cancellation and no show fee's may attract GST.

Communication Between Sessions

Psychological services are provided during scheduled appointments.

Communication between sessions is limited to administrative matters such as appointment scheduling.

Therapeutic advice or crisis support is not provided outside scheduled sessions.

If you require urgent psychological support between appointments, please contact your GP, a crisis service, or emergency services.

Crisis or Emergency Services

I am ME psychology is not a crisis service or high dependency services. In an emergency contact 000 or go to your nearest hospital emergency department.

The following telephone counselling services may also be of support:

Lifeline: 13 11 14

Kids Help Line: 1800 551 800

Parentline: 13 22 89

Suicide Line 1300

Beyond Blue 1300 22 4636

Family Violence (support for women and children) 1800 015 188

Psychiatric Triage www.health.vic.gov.au - support for a crisis or after hours emergency contact the Child, Adolescent or Adult Mental Health Services in your area (see www.health.vic.gov.au to locate the appropriate service to assist you in your area).

If you are in immediate danger or at risk of harm, please call emergency services (000).

Additional Information

- Payment for the psychology service is due at the time of the appointment.
- Written reports will not be released until the full fee has been paid.
- Invoices will be issued for all charged services.
- While a psychological consultation does not attract GST, please be aware that services not relating to health related intervention such as a Late Notice/Did Not Attend Fee, emails, and Reports, etc. are subject to GST.
- Matters related to Family Court orders must be addressed before engaging with the psychologist, as this practice does not undertake the completion of Family Court Reports or Child Assessments for the Family Court.
- Psychological therapy is a collaborative process. While the psychologist provides professional support and evidence-based interventions, outcomes may vary depending on individual circumstances and engagement with the therapeutic process.
- Administrative emails or messages will be responded to within a reasonable timeframe, typically within 2 business days where possible.
- Clinical records are maintained as brief professional notes documenting information relevant to assessment, treatment, and continuity of care. These notes are not intended to be a verbatim transcript or complete record of each therapy session.

APS Charter for Clients of Psychologists

The APS Charter for Clients of Psychologists explains your rights as a client of a psychologist. You can read this via our website.

Psychologists' Code of Conduct

The Psychologists' Code of Conduct outlines the professional and ethical standards that psychologists must follow when providing services, including responsibilities related to client care, confidentiality, professional competence, and maintaining appropriate professional boundaries. You can read this via our website.

Changes to Service Terms

We reserve the right to update or amend these Service Terms at any time. It is your responsibility to view the Service Terms regularly on our website so you are aware of any changes. Your access and engagement with I am ME psychology services following agreement on any changes to the Service Terms will be on the amended Service Terms.

Should you have any questions about anything on this form, please don't hesitate to contact I am ME psychology at welcome@iammepsychology.com.au.