

Service Agreement Form, including Privacy Information

October 2023

What is the purpose of this form?

The purpose of this form is to provide information to you about, and to obtain your consent to engage in psychology services with Time to Untangle Clinical Psychology and its authorised representatives. This form helps to ensure the welfare, satisfaction, and privacy of our clients. Please carefully read and sign the following policy. If you have any questions about this service agreement, feel free to email admin@timetountangle.com.au before proceeding with these forms.

Psychological Service

Time to Untangle 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. This collection of personal information will be a necessary part of the psychological assessment and treatment that is conducted.

The first few therapy sessions will involve a comprehensive evaluation of your needs. As you move through the evaluation, you will be offered some first impressions of what the work will include and a treatment plan to follow. If you have questions about our treatment plan or chosen methodology, you are encouraged to discuss them whenever they arise. You are able to cease assessment and/or therapy with your clinician at any time. If you feel uncomfortable with what is happening in a session you may request for the session to cease at any time, and this will not disadvantage you in subsequent help-seeking efforts.

Purpose of Collecting and Holding Information

Your personal information is gathered as part of your assessment, diagnosis 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). This practice is subject to the Privacy Act 1988 and must comply with obligations related to the collection, use and disclosure of personal information, including through telehealth services.

Your personal information is retained in order to document what happens during sessions and enables the psychologist to provide a relevant, ethical, and informed psychological service to you. To meet Australian privacy legislation all data is stored in Australia and with strict adherence to the Australian Privacy Principles.

During the course of your engagement with Time to Untangle, you may be asked to complete online assessment measures hosted by other third party platforms (e.g. WPS Publish, Novopsych, Parinc, Snapform and others). These platforms have been selected as they similarly adhere to Privacy Principles, and you can view their respective data security policies via their websites. All clients retain the right to refuse or withdraw consent to provide personal data using these platforms. Raw data and interpretive scores and reports will be saved within your electronic file on our practice management software.

Time to Untangle stores personal records electronically in your client file on practice management software Cliniko, which you consent to as a client (or parent/carer/guardian) of this practice. Cliniko has strict data security protocols.

Payments for services can be made via direct deposit (bank transfer), credit/debit card (via Medipass), or Stripe. You can view the privacy and data protection policies of Stripe here - <https://stripe.com/en-au/privacy> and Medipass here - <https://medipass.com.au/security>.

Access to client information

As part of providing psychological services, relevant personal information to the current situation will be collected and recorded in Cliniko. Your psychologist is required by law to keep your file for a minimum of 7 years after your last contact with Time to Untangle Clinical Psychology. If you are under the age of 18 at the time of treatment, the information is mandated to be retained until you are 25 years of age. Personal information pertaining to clients who identify as Aboriginal and Torres Strait Islander must be kept permanently. You may access the information in your file on request, subject to the exceptions in the National Privacy Principles. In this instance, you will be encouraged to arrange a session with your psychologist to discuss the content of your file and any foreseeable risks of releasing this personal information. Fees apply for file preparation and review.

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 disclosure is otherwise required or authorised by law; or
2. failure to disclose the information would in the reasonable belief of the psychologist 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, health provider or third-party funder; or
 - c) disclose the information in another way
4. you would reasonably expect your personal information to be disclosed to another professional or agency and disclosure is directly related to the primary purpose for which it was collected such as to inform your GP of treatment and progress; or
5. clinical consultation with another professional is required to provide better clinical services (identifying details will remain confidential).

If during the course of your work with the psychologist, they become aware of risk to someone's life, health, or wellbeing, your psychologist is required by policy of the state and federal governments to report the matter to the appropriate agencies.

Mandatory Reporting

This practice adheres to a mandatory reporting policy and your psychologist is required by law to report any disclosures of harm, including but not limited to, child sexual assault, physical abuse, or neglect, to the relevant authorities. Your psychologist will notify you if they receive information relating to you that a child under 18 years of age within your care is at risk, and that the psychologist must report such information to the state child protection agency / Police.

Supervision

Psychologists in Australia are required to engage in continuing professional development, peer consultation, and supervision. At times it may be necessary for your psychologist to discuss your presenting issues, case formulation, assessment results, treatment plan, and/or diagnostic report with their supervisor or peers to ensure ongoing quality assurance. Confidentiality is of utmost importance and all de-identifying details are removed before supervision is sought. The supervisor and professional peers are bound by the same confidentiality rules as your psychologist. As a client of Time to Untangle (or parent/carer/guardian), you are consenting to the possibility of your case being reviewed within a supervision capacity.

Abuse/Damage to property

We respectfully advise you that any form of disrespectful or threatening behaviour will not be tolerated to any of our staff. Abusive or threatening behaviour (whether in person or via electronic means) will result in services being discontinued. Partial reimbursement may be offered, depending on the nature of the service and amount of work already completed.

Electronic consent

We prefer to send all information and communication electronically, preferably by email and text message (sms). You may remove your consent to receive electronic communication at any time by written notice. Time to Untangle does not currently have provisions to send hard copy correspondence by mail.

Therapy Fees

The cost of a standard consultation is currently \$240.00 (50-60 minute session), and due to increase to \$250 from 01/01/2024. Your card details will be saved in a secure database (Medipass) and payment will automatically processed on the day of your session. You may be eligible for a Medicare rebate with an appropriate Mental Health Care Plan and referral, and this can be processed on your behalf. If you have any problems with Medicare sending you the rebate, you will have to follow up with Services Australia for yourself due to confidentiality limitations.

If payment is covered by a third party payer, you will be required to pay up front and organise a reimbursement from your funding body after the session. Time to Untangle does not bill third parties directly for your consultation. All fees are due on the day of service provision.

Any additional correspondence (face-to-face, phone, email) with other professionals, agencies and organisations (at the request of a client) or consultations with the psychologist outside of the organised appointment, will be charged at the standard hourly rate per unit of 15 minutes of correspondence/communication. This includes treatment summary reports, letters of support,

and/or request for accommodations for workplaces or educational institutions. Standard Medicare reporting letters to referring doctors do not incur additional costs.

Cancellation fees for therapy clients are as follows:

- More than 48 hours (2 business days) notice – No fee.
- Between 25 and 48 hours (1-2 business days) notice - 50% of consultation fee.
- Between 0 to 24 hours (less than 1 business days' notice) – Full consultation fee.

Please note any changes to Monday appointments must be confirmed by Thursday of the previous week (i.e. 2 business days), and changes to Tuesday appointments must be confirmed by Friday of the previous week. Using our secure payment system (Medipass), late cancellation fees will be automatically processed.

Given the limited availability and extensive wait list for Time to Untangle Clinical Psychology, we reserve the right to terminate your agreement and any remaining consultations if you cancel or re-schedule numerous (e.g. 3) appointments and/or are otherwise experiencing significant difficulties engaging with your proposed treatment plan. The outcomes of therapy are often “dose-dependent”, meaning that your psychologist will help you to understand the importance of the timing, consistency, and frequency of your sessions to make the most meaningful changes. Please discuss any barriers to attending regular therapy with your psychologist as soon as difficulties arise.

Please note that if you arrive late to your therapy session, your session length will be reduced to ensure that the session is still completed in the scheduled time. For example, if you are 10 minutes late, your session will only be 50 minutes maximum. This is to ensure that appointments run to schedule and the following clients are not affected. We reserve the right to cancel the session and record it as a ‘Did Not Attend’ if you are more than 30 minutes late without any communication with your psychologist. In this instance, the full consultation fee still applies and will be automatically processed.

Fees must be paid prior to attending subsequent consultations. We reserve the right to cancel upcoming consultations if you have fees outstanding. We reserve the right to use debt collection services for failure to pay for services, including cancellation fees.

Assessment Fees

Referrals for diagnostic assessments and reports require payment in 2 or 3 separate stages. Partial payment is required up front because your psychologist invests considerable time reviewing the referral, liaising with relevant health professionals, collating pre-assessment results, and individualising the diagnostic and report preparation processes for each client.

Payments are preferred via bank transfer.

If payment is covered by a third party payer, you will be required to pay up front and organise a reimbursement from your funding body yourself. Time to Untangle does not bill third parties directly for any consultations.

The first payment is required at the time of booking your Assessment Interview(s) with your psychologist. For single evaluations (ADHD or Autism), you will pay 50% of your fee up front

and the remaining 50% when your report is ready. For dual evaluations (ADHD *and* Autism), you will pay one third of the total price up front, one third in the middle of your assessment process, and the balance when your report is ready.

You are required to pay the final amount at the time of booking your Feedback session. During this session, your psychologist will discuss the results of your assessment and the draft report. You will have the opportunity to ask questions and clarify any misinformation, prior the report being finalised and released to you. The report will not be released if there are outstanding fees, and we reserve the right to cancel/re-schedule your Feedback session if the final amount has not been paid at least 2 business days prior to the appointment.

If we are unable to contact you and/or do not receive the final amount within 6 months of the report being finished, we reserve the right to use debt collection services to collect outstanding monies.

In 2024, ND assessment package fees are set at:

- Autism diagnosis: \$1800
- ADHD diagnosis: \$1800
- Autism and ADHD diagnoses: \$2250

If your psychologist recommends additional testing for you, you will be billed at the standard rate of \$250/hr. Other clinical psychology assessments and reports are quoted at \$250 / hr (and may incur an additional GST item).

Refunds for late cancellations for assessment clients are as follows:

- More than 48 hours (2 business days) notice – Partial refund may be available**
- Between 25 and 48 hours (1-2 business days) notice – Partial refund may be available**
- Between 0 to 24 hours (less than 1 business days notice) – No Refund

** For assessment clients, your psychologist will already have dedicated many hours towards collating background information for your referral, sending assessment questionnaires, reviewing initial data, and preparing for your interview. A refund may be provided minus fees for hours already worked and materials purchased. It is always preferable to chat with us about re-scheduling, rather than outright cancelling.

Please note any changes to Monday appointments must be confirmed by Thursday of the previous week (i.e. 2 business days), and changes to Tuesday appointments must be confirmed by Friday of the previous week.

Fees may be subject to change depending on the most appropriate and ethical assessment plan for your needs. If you book in for an ADHD-*only*, or Autism-*only*, assessment process, but your psychologist determines (based on pre-assessment questionnaires and/or indicators identified during your Assessment Interview) that you are likely to benefit from a more in-depth exploration of *both* ADHD *and* Autism, you will be encouraged to book an additional assessment session. You will receive an additional invoice to account for the additional testing and report-writing time, which must also be paid prior to the Feedback Session.

Occasionally, Time to Untangle psychologists will determine that an individual's neurodivergence, medical, and/or psychiatric profile may present greater complexity for the diagnostic process than accounted for within the pre-set fees listed above. If the scope of your referral exceeds the allowances covered in the pre-set rates, you will be provided with an updated invoice to account for the additional testing and report-writing time required. You have the right to say no (in writing), although your psychologist may not be able to proceed with the evaluation and/or only be able to provide you with provisional diagnoses (if any). A partial refund may be available, depending on how much work your psychologist has already invested in your evaluation to date.

Emergency

Time to Untangle Clinical Psychology is NOT an emergency service. We are not able to respond to urgent or emergency matters and our communication channels (Phone and Email) are not monitored outside of standard business hours.

In case of emergency, please go to the emergency department of the nearest hospital or call 000. For further information on crisis hotlines please refer to <https://timetountangle.com.au/links>

Telehealth Psychology Services

Time to Untangle Clinical Psychology offers telehealth sessions delivered via videoconferencing software. Psychologists providing telehealth services apply the same ethical and professional standards of care and practice that are required when providing in-person psychology services. To participate in a telehealth service, clients will need to ensure they can log on the platform from a safe, private, comfortable environment. It is important that the person is free from distractions including children and pets. The psychologist must have emergency contact details for each client and be aware of the client's physical location (address) at the time of the session.

Court / Tribunal / Mediation / Advice Policy

Time to Untangle Clinical Psychology does not provide any court reports/letters nor any legal advice regarding any legal matters. This includes Family Court matters regarding custody and parenting arrangements. Time to Untangle does not provide competency assessments, or fitness for work assessments. Time to Untangle does not provide assessments or reports for medico-legal purposes.