



## Informed Consent

### Psychological service

As part of providing a psychological service to you, Mosaic Psychology needs to collect and record personal information that is relevant to your situation, such as your name, contact information, medical history, and other relevant information. Only information that is deemed necessary to providing a psychological service will be collected.

### Purpose of collecting and holding information

Your personal information is gathered as part of your assessment and support/treatment. It is kept securely and, in the interests of your privacy, used only by Mosaic Psychology and any authorised personnel of Mosaic Psychology (as necessary).

Your personal information is retained in order to document what happens during sessions, and enables Mosaic Psychology to provide a relevant and informed psychological service to you. A more detailed description is provided in Mosaic Psychology's 'Privacy policy for management of personal information', which can be obtained by request. The Privacy Policy contains information about how to access and seek correction of your personal information, and how to lodge a complaint about the management of your personal information.

### Consequence of not providing personal information

If you do not wish for your personal information to be collected, Mosaic Psychology may not be in a position to provide the psychological service to you.

You may request to be anonymous or to use a pseudonym, unless it is impracticable for Mosaic Psychology to deal with you or if Mosaic Psychology 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. If the specific psychologist agrees to you being anonymous or using a pseudonym, you must pay consultation fees at the time of the appointment.



### Access to client information

At any stage, you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation. The psychologist may discuss with you different possible forms of access.

### 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
- 2) failure to disclose the information would, in the reasonable belief of Mosaic Psychology, 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, (e.g. a parent or health provider); or
  - c. disclose the information in another way; or
- 4) there is reasonable expectation that your personal information may be disclosed 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; or
- 5) disclosure is otherwise required or authorised by law.

Your personal information is not disclosed to overseas recipients, unless you consent or such disclosure is otherwise required by law.

Your personal information will not be used, sold, rented or disclosed for any other purpose.

### Provision of a telehealth service

Where appropriate the service may be provided by telephone or videoconferencing. You are responsible for the costs associated with setting up the technology needed so you can access telehealth services. Mosaic Psychology will be responsible for the cost of the call to you and the cost associated with the platform used to conduct telehealth services.



To access telehealth consultations you will need access to i) a quiet, private space, ii) an appropriate device (i.e. smartphone, laptop, tablet or computer, with a camera, microphone and speakers), and iii) a reliable high-speed internet connection.

The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used. To support the security of your personal information this practice uses a videoconferencing platform which is compliant with the Australian standards for online security and encryption.

#### Limitations of telehealth

A telehealth consultation may be subject to limitations such as an unstable network connection which may affect the quality of the psychology session. In addition, there may be some services for which telehealth is not appropriate or effective. Your psychologist will consider and discuss with you the appropriateness of ongoing telehealth sessions.

#### Fees

The fee for a 50-minute consultation is \$180. This rate is significantly lower than that recommended by the Australian Psychological Society (APS), which is currently \$254 per 46-60 minute consultation.

There are a limited number of reduced-rate sessions available at any given time. These are typically reserved for clients receiving a disability or low-income benefit and cannot afford the full rate, but are nonetheless very motivated to engage in the therapy process and determined to use this support to their full advantage. If you think this applies to you, speak to your psychologist.

Payment is required on the day. Mosaic Psychology accepts cash or EFTPOS.

#### Rebates

You may be eligible for a Medicare rebate for sessions if your GP or psychiatrist has referred you on a Mental Health Care Plan. The out-of-pocket expense for a standard consultation is approximately \$92.

If your GP considers you eligible for a Mental Health Care Plan, it means you can receive a Medicare rebate for up to 20 sessions per calendar year. Your initial referral enables you to come for 10 sessions. After this, your psychologist may suggest you see your GP for a review and referral for a further 10



sessions, if you both agree that they are needed. Your psychologist will provide a brief progress report to your referring GP following the initial 10 sessions, and a further report after the full 20 sessions.

Depending on your circumstances, you may be eligible for a rebate under private health insurance (not to be used in addition to Medicare). If you are using private health insurance, the rebate amount will depend on your particular fund.

Cancellation Policy

If for any reason you need to cancel or postpone your appointment, please give the psychologist at least 48 hours notice, either by phone (call, voicemail or SMS) or via email. In the event you cancel a session with less than 48 hours notice, a cancellation fee will be payable, determined as follows:

- 0-24 hours notice: \$180 (session fee)
- 24-48 hours notice: \$90 (50% of session fee)
- 48+ hours notice: \$0 (no cancellation fee)

We realise unplanned and unexpected things do happen. Cancellation fees are not designed to penalize you for things that are out of your control. They are charged to recoup lost income to meet overheads during time that could otherwise have been filled by another client, had adequate notice of cancellation been given.

APS Charter for Clients of Psychologists

The attached Charter explains your rights as a client of a psychologist.

I, *(print your name in block capitals)* \_\_\_\_\_, have read and understood this consent form. I agree to the above conditions for the psychological service provided by Mosaic Psychology.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Please note:** If after reading this form you are at all unclear about any of the information provided, please contact the psychologist prior to your appointment.