

Client Privacy Policy

As part of providing a psychological service (e.g., clinical, counselling, coaching or sport psychology) to you, The Mind Room psychologist will need to collect and record personal information from you that is relevant to your current situation. This information will be a necessary part of the psychological assessment and treatment that is conducted. You do not have to give all your personal information, but if you don't, this may mean the psychological service may not be able to be provided to you.

Purpose of collecting and holding information

The information is gathered as part of the assessment, diagnosis and treatment of the client's condition and is seen only by the psychologist. The information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service.

Access to Client Information

At any stage you as a client are entitled to access to the information about you kept on file, unless the relevant legislation provides otherwise. The psychologist may discuss with you appropriate forms of access.

Confidentiality

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential and secure except where:

1. It is subpoenaed by a court
2. Failure to disclose the information would place you or another person at serious and imminent risk
3. Your prior approval has been obtained to:
 - a) provide a written report to another professional or agency. eg. a GP or a lawyer
 - b) discuss the material with another person, eg. a parent or employer
 - c) if disclosure is otherwise required or authorised by law

Please note that if you have been referred by a medical professional on a Medicare plan, your clinician is required to provide regular written reports to the referrer.

In the case of an emergency, we will contact the Emergency Contact supplied by you on your Client Registration Form.

Fees

The cost of a 50-minute consultation varies depending on the psychologist. Payment is required on the day by EFTPOS, Credit Card or Cash.

You can claim a rebate from Medicare if you have a referral letter and Mental Health Care Plan from your GP or Psychiatrist – please provide us with any referrals you have been given. Alternatively, you can claim a rebate via your Private Health Insurance or other third-party payee clients (e.g., TAC or Workcover).

Cancellation Policy

If you need to cancel or postpone your appointment, please give at least 48 hours notice. If you provide us with less than 48 hours notice and we cannot fill your appointment time with another client, you will be charged 50% of the full consultation fee. You will be charged 100% of the consultation if you do not attend. Please note that it is your responsibility to manage your appointment times. We will attempt to send you a courtesy email reminder prior to your appointment so please keep your email details updated.

Please Note: If, after reading this information you are at all unsure of what is written, please discuss it with your The Mind Room psychologist.