

Consent Form

SeeChange Psychology Consent Form

Psychological Service

As part of providing a psychological service to you, SeeChange Psychology 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.

The collection of personal information is a necessary part of the psychological assessment and treatment that is undertaken. Your informed consent will be obtained before any treatment, or procedure is initiated, and you may withdraw from treatment at any time without prejudice.

If you are unclear about any of the information on this consent form, please discuss this with SeeChange Staff and/or your clinician.

Who Are You Consenting To?

You are consenting to provide information to SeeChange Psychology AU Pty Ltd ABN/ACN 659295100 (referred to as *we*, *our*, and *us*). You are the person signing up to receive our services. This consent form outlines the terms and conditions on which we provide the services to you, and how we treat your personal and confidential information.

We would like to emphasise that your privacy and the information you provide are protected.

All our psychologists are registered with the Australian Health Practitioner Regulation Agency (AHPRA), all our psychotherapists are registered with the Australian Counselling Association (ACA) or the Psychotherapy and Counselling Federation of Australia (PACFA), and all our Mental Health Social Workers are registered with the Australian Association of Social Workers (AASW) and meet the required standards set by each of the associations. It is a requirement that all our psychologists, psychotherapists, and mental health social workers follow strict guidelines for professional conduct in line with AHPRA, ACA, PACFA, AASW, and the Australian Psychological Society (APS) Code of Ethics.

Emergencies

(03) 03 9118 8291

SeeChange Psychology AU

Consent Form

Please note that we are not a crisis service and are not appropriately equipped to respond in the event of an emergency. Email and phone messages are not attended to every day.

If you need urgent psychological or medical assistance, please contact 000. If you require emotional support between appointments, you can call Lifeline anytime on 13 11 14.

COVID-19

By accepting this Consent Form, you acknowledge that there are risks associated with attending your appointment at our practice, rather than via a telehealth consultation, and to the extent permitted by law you release us from any responsibility or legal liability associated with you contracting COVID-19 or any infectious illness after attending our practice.

By attending an appointment at our practice, you confirm that you (or anyone you live with or have been in contact with):

- do not have any flu-like symptoms.
- have not been overseas in the past 14 days;
- have not been instructed to self-isolate; or
- have not tested positive to COVID-19 in the past 30 days, or are currently awaiting COVID-19 test results, and if any of the above apply you will contact us so we can move your appointment online.

If you attend your appointment at our practice, you must comply with the Government regulations which are in effect at the time you attend your appointment, which may include practising physical distancing while waiting for, during and after your appointment, wearing a face mask and sanitising your hands frequently. You agree to notify us as soon as possible if you test positive for COVID-19 and have attended our practice in the past 30 days.

Fees

We pride ourselves on providing you with high quality, collaborative, and personalised care.

We are a private billing clinic, and all consultations have an out-of-pocket cost, except for where this has been

(03) 03 9118 8291

SeeChange Psychology AU

Consent Form

explicitly discussed.

Appointment fees vary depending on the type and length of consultations. Please see our website for a list of our consultation fees or contact our clinic directly. Fees are periodically reviewed and changes to the fee structure may result in an increase in the fees associated with your consultations.

After Hours sessions: All appointments scheduled before 9:00 AM or after 5:00 PM on weekdays, all day Saturdays and all public holidays will incur an additional after-hours fee of \$20 per session.

If you have any questions about this process, please contact our admin team before your session

Payment and Booking Terms

Securing your booking with SeeChange Psychology requires you to provide your credit card details.

Payments are securely processed through our client management system, Halaxy, using Braintree, a trusted global payment gateway.

Your privacy is protected:

- Your card details are encrypted and securely stored by Braintree.
- Our team does not have access to your full credit card information.
- For more information about how your data is protected, please see the Braintree Security Policy via the link provided in your intake email.

Please let us know if you have any questions.

Payment Timing

The full consultation fee or any remaining balance will be debited from your nominated card on the day of your appointment. A payment processing fee of approximately 2% applies to all transactions, including those for cancelled appointments.

Invoice/Receipt for Sessions

(03) 03 9118 8291

SeeChange Psychology AU

Consent Form

After your session has been attended and paid for, you will receive a receipt detailing the consultation fee. This receipt will be sent to you via our practice management system (Halaxy) and will include all relevant details. Should you require a paper invoice, please let us know, and we will arrange it for you.

Cancellation, Re-schedule, Non-attendance Policy

We understand that unexpected life events may interfere with your ability to attend your appointment. Unfortunately, last-minute cancellations, re-schedules or non-attendance may result in another client missing an opportunity for timely treatment. We have developed a cancellation, re-schedule and non-attendance policy with this in mind.

If you are unable to attend your appointment, or need to re-schedule, please contact us as soon as possible. We appreciate your help and understanding.

Individual Therapy

Cancellations or re-schedules made more than 48 hours in advance will **NOT** incur any fee. Cancellations, re-schedules or non-attendance at short notice (less than 48 hours) will incur a cancellation fee + GST.

- **Less than 48 hours' notice** for cancellation or re-schedule: 50% of the consultation fee + GST
- **Less than 24 hours' notice** for cancellation, re-schedule, or non-attendance: 100% of the consultation fee + GST
- **For bulk billed appointments:** 100% of the bulk bill amount will apply

Cancellation, re-schedule, or non-attendance fees are not eligible for Medicare rebates.

Cancellation, re-schedule, or non-attendance fees will be charged to your nominated card.

Couples Therapy

Cancellations or re-schedules made more than 5 days in advance will not incur any fee. Cancellations, re-schedules or non-attendance at short notice (less than 5 days) will incur a cancellation fee + GST.

- **Less than 5 days' notice** for cancellation or re-schedule: 25% of the consultation fee + GST

(03) 03 9118 8291

SeeChange Psychology AU

Consent Form

- **Less than 48 hours' notice** for cancellation or re-schedule: 50% of the consultation fee + GST
- **Less than 24 hours' notice** for cancellation, re-schedule, or non-attendance: 100% of the consultation fee + GST

Cancellation, re-schedule, or non-attendance fees are not eligible for Medicare rebates.

Cancellation, re-schedule, or non-attendance fees will be charged to your nominated card.

General Assessment Sessions

Cancellations or re-schedules made more than 5 days in advance will not incur any fee. Non-attendance or cancellations or re-schedules at short notice (less than 5 days) will incur a cancellation fee + GST.

- **Less than 5 days' notice** for cancellation or re-schedule: 25% of the consultation fee + GST
- **Less than 48 hours' notice** for cancellation or re-schedule: 50% of the consultation fee + GST
- **Less than 24 hours' notice** for cancellation, re-schedule, or non-attendance: 100% of the consultation fee + GST

Additional charges may apply for reports, questionnaires, letters, or postage (to be invoiced and paid in advance).

Cancellation, re-schedule, or non-attendance fees are not eligible for Medicare rebates.

Cancellation, re-schedule, or non-attendance fees will be charged to your nominated card.

After Hours Sessions

Appointments scheduled before 9:00 AM, after 5:00 PM on weekdays, at any time on Saturdays, and on public holidays will incur an additional after-hours surcharge of \$20 per session.

If a cancellation, re-schedule, or non-attendance occurs for an after-hours appointment, the applicable cancellation, re-schedule, or non-attendance fee will include the \$20 after-hours surcharge, plus GST.

All fees, including after-hours and cancellation, re-schedule, or non-attendance charges, will be automatically processed via your nominated card.

A payment processing fee of approximately 2% is applied to all cancellation, re-schedule, or non-attendance payments.

(03) 03 9118 8291

Consent Form

COVID-19 Policy

Please notify us as early as possible. No cancellation fee is payable if you notify us that you cannot attend your appointment at our practice due to COVID-19-related concerns and instead attend your appointment via a telehealth consultation.

Invoice/Receipt for cancellation, re-schedule, or non-attendance

After your cancellation, re-schedule, or non-attendance fee has been paid for, you will receive a receipt detailing the fee. This receipt will be sent to you via our practice management system (Halaxy) and will include all relevant details. Should you require a paper invoice, please let us know, and we will arrange it for you.

Professional Advocacy (Couples Therapy)

For clients engaging in couples therapy, please be aware that if you or your partner share information with your psychologist that impacts your relationship (e.g., marital affairs or other sensitive matters), your psychologist will encourage you to share this information with your partner. This openness is important for the effectiveness of therapy. If such information is not shared and the psychologist believes it is essential for the success of the therapy, they may need to discuss alternative ways to approach the situation. In some cases, the psychologist may decide to terminate the service provided to you and your partner if full transparency cannot be achieved.

Telehealth/Online Sessions

Please ensure that when you engage in telehealth/online treatment, you are situated in a private environment where other people cannot hear the content of your session. While we take all reasonable steps to ensure confidentiality, due to the nature of online sessions and the medium used, we cannot guarantee the security of information throughout the transmission. By signing this form, you acknowledge and agree to the limitations of confidentiality and information security of an online session.

(03) 03 9118 8291

SeeChange Psychology AU

Consent Form

Workcover and Third Party funded sessions

Workcover and Third Party funded sessions. We do not invoice third parties directly. If you are funded by third-party organisations (e.g., TAC, NDIS, Workcover), it is your responsibility to pay for your session on the day of your appointment. You must have prior approval from TAC, NDIS, or Workcover for your sessions to claim; if you are not eligible for TAC, NDIS, or Workcover contributions, you will be liable for the full fee. You will be provided with a paid invoice which can be lodged with your employer, TAC, Workcover, NDIS, or allocated insurance provider for reimbursement. Additional fees will be charged to you for any reports, surveys, questionnaires, or other information required by your third-party provider (including printing and postage). These fees will be invoiced and paid in advance. You will be provided with a paid invoice which can be lodged with your employer, TAC, Workcover, NDIS, or allocated insurance provider for reimbursement.

Reports and Letters

Reports or letters requested for external purposes—such as schools, TAFE, universities, workplaces, licensing or registration bodies, or similar organisations—will attract additional fees. These fees will be invoiced and charged to your nominated credit card. If you require a report or letter, please discuss this with your practitioner or our administration team in advance.

Communication, Engagement, and Continuity of Care

As part of your therapy with SeeChange Psychology, we may contact you for administrative or care-related reasons, including appointments, intake, follow-up, or check-ins if you have not attended sessions for some time.

Engaging in therapy is always your choice. There is no expectation to attend at a particular pace, and you are welcome to pause or return to therapy as needed.

If you do not have any upcoming appointments and we have not heard from you for some time, our administrative staff may send a check-in message on behalf of your treating clinician. If there is no response,

(03) 03 9118 8291

SeeChange Psychology AU

Consent Form

your clinician may check in with you at a later stage, or your file may be placed on hold for administrative purposes. This does not mean your care has ended and does not affect your ability to return to SeeChange Psychology or continue with your clinician in the future. You're very welcome to contact us whenever you feel ready to resume support. Your information remains confidential and is managed in accordance with professional, ethical, and legal standards.

These processes are in place to support client safety, continuity of care, and professional obligations.

Mental Health Care Plans and Medicare

If you are accessing services under a Mental Health Care Plan (MHCP), we are required to provide information to your referring GP. This includes communication at intake, during treatment where clinically appropriate, and at the conclusion of your care. These updates focus on your wellbeing, progress, and ongoing care needs and are provided in line with Medicare requirements and professional guidelines.

Collecting and Holding Personal and Confidential Information

As part of providing our services to you, we will need to collect and record personal information relevant to your current situation, psychological/health assessment, and treatment. This information will be collected in accordance with our Collection Notice and processes and detailed further in our Privacy Policy. We treat your personal information confidentially, adhering to all relevant privacy laws. However, there are certain exceptions to confidentiality as outlined below.

Collection Notice

Your personal information is collected to facilitate communication, respond to your inquiries, document sessions, and provide the services you seek. These services include psychological therapy, psychotherapy, counselling, health consultations, group therapy, workshops, online programs, and other related services outlined in our Privacy Policy. We may also collect personal information, such as your name, phone number, and appointment details if required by government directions, such as those concerning COVID-19. You are entitled to access your personal information kept on file at any time. To access this information, please discuss

(03) 03 9118 8291

SeeChange Psychology AU

Consent Form

it with your treating practitioner.

Disclosure of Personal Information

We may disclose your personal information to third parties under the following circumstances:

- **Referrals:** If you have been referred to us by another health professional (e.g., General Practitioner, Psychiatrist), we may provide them with relevant information about your treatment. If you do not wish for a referrer to receive information, please inform your treating practitioner. Note that this may affect your eligibility for Medicare rebates, as this is a requirement for funding.
- **External Health Professionals:** In cases where other mental health or health professionals (e.g., psychiatrists, school wellbeing staff) are involved in your care outside of SeeChange, we may need to communicate with them regarding your treatment. If you prefer not to share information with external professionals, please inform your treating practitioner.
- **Government Requirements:** In response to government directions, including COVID-19 requirements, we may disclose your name, phone number, and appointment details to state health authorities for contact tracing purposes. Additionally, if we learn that you have tested positive for COVID-19 and are not adhering to government requirements, we may inform the relevant health authorities as necessary.
- **Professional Development and Supervision:** Practitioners providing your treatment engage in ongoing professional development, including clinical supervision and, for some clinicians, university teaching or professional training. During supervision or teaching, anonymous discussions of client cases may occur with other health professionals. No personal identifying details will be shared during these discussions unless deemed necessary to improve your care. If you have any concerns about what is discussed, please talk to your treating practitioner.
- **Communication Between Practitioners:** If you are receiving services from multiple practitioners at SeeChange (e.g., seeing a psychologist for individual therapy and a psychotherapist for couples counselling), these practitioners may communicate to ensure optimal care. If you do not want this

(03) 03 9118 8291

SeeChange Psychology AU

Consent Form

information to be shared, please let us know.

We may also disclose your personal information to:

- Your private health care insurance provider, if applicable;
- Our third-party service providers, who assist us in delivering services (e.g., practice management software, marketing providers, payment processors, and professional advisors);
- Further set out in our Privacy Policy. In some cases, personal information may be stored or disclosed to third parties located outside of Australia, in which case we will ensure compliance with applicable privacy laws.
- In certain circumstances, we may disclose your personal information to third parties located, or who store data, outside Australia and where we do so we will do so in accordance with our Privacy Policy and applicable law.

All personal information collected and stored by us will remain confidential except where:

Exceptions to Confidentiality

Personal information may be disclosed in the following circumstances:

- Legal Requirements: If subpoenaed by a court or as required by law.
- Risk to Life or Safety: If there is a reasonable belief that not disclosing information could place you or another person at serious risk to life, health, or safety.
- Professional Referrals: With your prior approval, information may be provided to another professional or agency (e.g., GP, school, or lawyer).
- Expected Disclosures: If you would reasonably expect that your information would be shared with a third party (e.g., your GP) and this disclosure is directly related to the purpose for which the information was collected.
- Required by Law: If disclosure is otherwise required or authorised by law.

(03) 03 9118 8291

SeeChange Psychology AU

Consent Form

Consequence of Not Providing Information

If you do not provide the relevant information requested, we may be unable to provide services to you. While you may request to remain anonymous or use a pseudonym, it may not always be practical for us to do so unless it is legally permitted. In most cases, providing personal information is necessary for us to deliver services.

Access to Your Information

At any time, you have the right to access the personal information we hold about you, subject to exceptions under relevant privacy legislation. If you wish to access your records, please discuss it with your treating practitioner. Our Privacy Policy contains more information on how to access and correct your personal information, as well as how to make a privacy related complaint and our complaint-handling process. By providing your personal information, you consent to us collecting, managing, using, and disclosing your information in accordance with our Privacy Policy and this Collection Notice.

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, SeeChange will activate its data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.

Assessment and Report

By commencing treatment, you acknowledge that your practitioner is not consenting to conduct a formal assessment, provide written reports, or act in an advocacy capacity, unless this has been explicitly authorised and discussed in advance.

Please be aware:

- We do not provide court or forensic reports.
- Our practitioners do not offer professional opinions on legal or court-related matters.

If you require these services, please speak with our support team to explore appropriate referral options.

(03) 03 9118 8291

SeeChange Psychology AU

Consent Form

Consent

By accepting this Consent Form, you:

Acknowledge that you understand the nature of the services you will receive, your rights and responsibilities in relation to these services, and the limits regarding your personal information and confidentiality.

- Consent to the collection, use, and disclosure of your personal information as outlined in this form and our Privacy Policy.
- Agree to the proposed treatment plan as described by your practitioner and provide your consent to the services provided to you.
- Acknowledge that you have read and understood the information presented, including any limitations related to online therapy sessions.
- Consent to the use of your de-identified information for research and evaluation purposes conducted by SeeChange Psychology or its associated partners.

Governing Law

This Consent Form is governed by the laws of Victoria, Australia. Both parties irrevocably and unconditionally submit to the exclusive jurisdiction of the courts operating in Victoria, Australia, and any courts entitled to hear appeals from those courts. Both parties waive any right to object to proceedings being brought in those courts.

Final Consent

By accepting this Consent Form, you:

- Agree that you understand the nature of the services you will receive, your rights and responsibilities in relation to these services, and the limits regarding your personal information and confidentiality as outlined in the terms and conditions of our service.
- Consent to your personal information being collected, used, and disclosed in accordance with the terms specified above.
- Agree to the use of your de-identified information for research and evaluation purposes conducted by SeeChange Psychology or its associated partners.

(03) 03 9118 8291

SeeChange Psychology AU

Consent Form

Last updated: 24 August 2026

(03) 03 9118 8291

SeeChange Psychology AU