

Essential Information for psychology services



Talk to
Jocelyn

October 2023

House keeping

This document contains important information regarding the professional standards I uphold as well as general housekeeping. It is for adult clients as well as the young people I see and their parents. When you complete your online (or paper) intake for you will be asked to sign a consent to agree that you have had time to read, understand and clarify details contained herein.

LOCATION:

Face-to face sessions:

Are held at Suite 7, 28 Belmore Street, Burwood NSW 2134.

It's the **small art deco building**. There is parking nearby in Burwood Plaza and Emerald Square as well as in surrounding streets. Burwood railway station is nearby.

Virtual sessions:

We will aim to meet using secure video conferencing software. I will email you a link to the virtual meeting room that you click on to use. If you don't have the ability to join a video session we can talk on the phone.

BOOKINGS:

Can be made in two ways:

- Online via Halaxy (preferred)
- With me at the end of your session

SESSIONS:

Sessions usually last 50 minutes. Sometimes we can arrange 25 or 80-min sessions.

REFERRALS:

You do not need a referral to see me. However, if you wish to claim a rebate from Medicare via the Better Access Initiative, you will need to see your GP, psychiatrist or paediatrician before our first session to discuss your eligibility for a mental health care plan.

If you are booking a virtual session you will need to provide this referral to me via email before the session, along with emergency contact details and information.

COST:

Individual sessions are \$220 / \$230 on Saturdays (50 mins), \$115 (25 mins) or \$330 (80 mins) for both face-to-face and online sessions.

If you are eligible for a Medicare rebate (via a Mental Health Care plan from your GP) the rebate is \$92.90 for 50 min session (or \$65.85 for 25 mins).

If you have private health insurance which covers psychology you can claim some of the cost back with your insurer, check with them regarding your cover and rebates. You cannot claim Medicare and private health insurance for the same session.

COST:

Parent coaching sessions are \$290 for 50 minutes or \$410 for 80 minutes.

Parent coaching does not attract a Medicare rebate. These rates include preparation and outcome planning

We will confirm your fee before commencing to work together.

Letters, reports and additional administration and communication requirements beyond the usual level of consultation and follow-up will be billed at an additional rate in line with the APS recommendations – see [here](#). I will discuss these costs with you when a service is requested.

PAYMENT:

The full fee is required at the conclusion of the session.

I process your payment via Halaxy (practice software) - this incurs a \$1 fee plus 1% of the fee payable by the client.

For F2F sessions I also accept cash.

In some cases I can issue an invoice with strict 7 day terms.

MEDICARE REBATES:

I collect your Medicare details and my practice software Halaxy allows me to process the Medicare rebate directly back into the account that you have registered with Medicare.

Please ensure you have these details up to date as I cannot change this once processed.

If the client is a minor I need to take the parent/guardians name and DOB to record as the 'claimant' on their behalf.

NON-ATTENDANCE, CANCELLATIONS & LATENESS:

I understand that life is busy and sometimes events occur beyond our control. Unlike attending doctor's appointments, I run on time and value your commitment to punctuality, and communicating any issues you have with attendance in a timely manner.

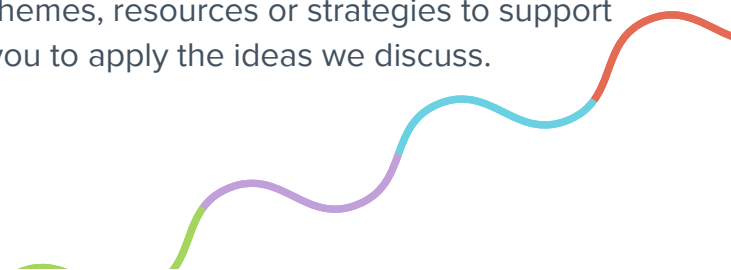
You will receive an automated reminder via text message at 8am on the day before your appointment. If you need to change your appointment with less than 24 hours' notice fees will apply. Please contact me ASAP to avoid these fees and give me time to contact people who may be on a waitlist for services.

- Non-attendance to an appointment or cancellation with less than 12 hours' notice will incur a fee of 100% of the consultation fee, this cannot be claimed on Medicare.
- Cancellation within 24 hours of the appointment will incur a fee of 75% of the consultation fee, this cannot be claimed on Medicare.

If you are running late for an appointment then my session with you will be shorter and will finish in accordance with the original appointment and the full session fee will apply.

KEEPING IN CONTACT AND CONTACTING ME:

Generally, we will have only limited contact between sessions. I will email you a receipt and from time to time I may share additional resources and links. I encourage clients to take notes in their session of themes, resources or strategies to support you to apply the ideas we discuss.



Email is the best way to contact me for queries, I usually reply within 24 hours. For administrative issues such as changing appointment times please email or text me. Keep in mind all of our communication whether in text or via email forms part of your client record.

I do not provide crisis counselling or intensive case management services. In emergency situations, please call emergency services on 000.

RECORD KEEPING:

At each session I take notes, generally this is to help me remember the content of the session, which I then summarise and record my ideas for treatment options and strategies. These notes are not shared with anyone, except if they are subpoenaed by a court.

REMAINING ON MY ACTIVE CLIENT CASELOAD:

In order for me to manage my caseload and support clients access regular sessions, I will contact you if you have not booked in for a session for 2 months.

At this time you can indicate you would like to book a session in the near future (within 2 months) or be move to 'archived' or inactive.

You can return to see me at anytime, subject to my waitlist and any fee increases that may have occurred.

Confidentiality

+ other important stuff

To ensure open exploration of the concerns that have brought you to counselling we maintain confidentiality in accordance with the Psychology Board of Australia guidelines

EXCEPTIONS TO CONFIDENTIALITY:

Psychologists have a duty of care to their clients and must pass on any information to the relevant authorities in cases where human safety is concerned including the following cases:

- 1.If you threaten harm to yourself or to another person
- 2.If I believe a child or young person is at serious and imminent risk of harm
- 3.If the courts instruct us to give information via subpoena
- 4.If you share information about a proposed illegal act

In general, I will first endeavour to discuss with you my decision for breaking confidentiality.

Depending on the circumstances this may be your General Practitioner (GP), the individual in danger, a Social Worker and/or the Police. However, I retain the right to break confidentiality without prior consultation with you should I consider that the urgency of the situation requires me to act immediately to safeguard the physical safety of yourself or others.

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CHILD PROTECTION & MANDATORY REPORTING:

I am a mandatory reporter of child protection issues across Australian states and territories.

PERMISSION TO EXCHANGE INFORMATION:

Sometimes I may request your written permission to seek information from another relevant professional or agency who is working with you/your child.

This assists me collect information relevant to you/your child's history and plan for treatment.

REPORTING TO YOUR GP:

At the end of the 6th session on a Medicare Mental Health Plan I am required to provide a report to your GP to outline the progress made during a course of treatment.

You need to return to see your GP at this point, in order to access a further 4 sessions (should it be deemed appropriate by both myself and your doctor). Another report is sent to your GP at the end of the 10th session.

ADDITIONAL REPORTING:

I do not provide medico-legal reports.

Additional letters, reports and documentation can be negotiated at a cost in line with the Australian Psychological Society's recommendations ([see here](#)).

SOCIAL MEDIA:

I do not accept friend or contact requests from clients on my personal accounts on social networking sites. Adding clients on these sites can compromise your confidentiality. It may also blur the boundaries of our therapeutic relationship.

Please do not use Social Networking sites to contact me. These sites are not secure and I may not read these messages in a timely fashion. Engaging with me this way may create the possibility that these exchanges become a part of your legal medical record and will need to be documented and archived in your file.

I keep a professional Facebook Page and Instagram account to share information and updates which I see of value. Social media is not therapy and is not intended to replace professional services. Keep in mind that if you like my Page or like, share or comment on posts anyone can see that activity and it may compromise your privacy. Your online privacy settings are your responsibility to manage.

DISPUTES:

In case of any disputes between us regarding my professional practice that cannot be satisfactorily resolved by speaking with me, you can address any complaints to the Psychology Board of Australia.

OTHER STUFF:

ABN: 95657140675

Medicare provider number: 4665764Y

AHPRA registration: PSY0001410195

Working with Children Check:

WWC0112506E (NSW), 1903983/1 (QLD),

1905161A-01 (Vic)

