

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 and sign this document it represents an agreement between us. If you have any questions please ask me during our first session.

About me:

I am a registered psychologist with the Australian Health Practitioner's Regulation Authority (AHPRA) and the Psychology Board of Australia. Every year I complete 30 hours of professional development to maintain this accreditation.

While I am generally registered to work with people across the life span, my experience is with young people, millennials, women and families.

I hold a Bachelor of Arts degree (with majors in Human Geography and Performance Studies), a Diploma of Education (Secondary), and a Postgraduate Diploma of Psychology. I worked as a social science teacher in high school for 5 years before re-training as a school counsellor in 2008 and becoming a psychologist.



I have a specific research interest in cyberpsychology and sometimes I appear in the media speaking on a range of mental health issues. I tell you this so you understand a bit about me and how I came to be doing the work I do!

The aim of counselling:

The aim of counselling is to provide you with a confidential opportunity to explore personal and/or relational issues in safety.

My role is to help you through this process without judgement or telling you what to do. However, I may on occasions give information, offer suggestions or challenge your point of view, but this will be done with respect and with your consent.

Counselling is a collaborative and solution focused process that works best when we work together. During counselling, we set agreed goals that we work towards to support you in achieving a more desired and realistic outcome or future.

For some people counselling is not right for them at a particular point in their life, if at any time I feel I can no longer help you, I will offer to refer you to someone who can.

To read more about Telehealth psychology sessions – please visit my website.

HOUSE KEEPING!

BOOKINGS: Can be made in a variety of ways:

- Phoning me on 0418 450 613
- emailing me hello@jocelynbrewer.com
- booking online via [Halaxy](#) (preferred).

LOCATION:

Face-to face sessions: Are held at [Suite 7, 28 Belmore Street, Burwood NSW 2134](#).

It's the **small art deco building** (not the big one next door which is 28A-32). There is parking nearby in Burwood Plaza and Emerald Square as well as surrounding streets. Burwood railway station is a block away.

Virtual sessions- we will aim to meet using a 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.

SESSIONS:

Sessions last **50 minutes**. Sometimes we can arrange a 90-minute session if required.

If you are the carer of a young person, please be back to collect them at the 45 to 50-minute mark to complete payment and book the next session etc.

REFERRALS:

You do not need a referral to see me. However, if you wish to claim a rebate from Medicare via the Better Access to Mental Health 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 at the end of this document.

COST:

Individual sessions are \$175.00 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 \$87.45. 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.

Family therapy sessions are \$235 for 50 minutes or \$345 for 90 minutes.

Family therapy sessions do not attract a Medicare rebate.

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

PAYMENT:

FACE TO FACE SESSIONS: The full amount is required at the conclusion of the session; I have EFTPOS facilities for you to make payment and I am able to process your Medicare rebate on the spot.

VIRTUAL SESSIONS: I will issue you an invoice for you to make a direct payment to my bank account, this must be paid within 7 days and you are unable to attend another session until the previous session has been paid for.

MEDICARE REBATES:

I collect your Medicare details and my practice software Halaxy allows me to process the Medicare rebate directly back to 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 AND 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 **appointment 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 may 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 75% of the consultation fee, this cannot be claimed on Medicare.
- **Cancellation** within 24 hours of the appointment will incur a fee of 50% 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 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. Email is the best way to contact me for queries, I usually reply within a day.

For administrative issues such as changing appointment times please email or phone me. I have voicemail on my phone, so please leave a message if I do not answer. 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 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.

COVID- SAFETY IN SESSIONS:

I have a full COVID safe-plan in place for attending F2F sessions, read it [here](#). The short version is:

- you will be screened at the start of each session for symptoms of Covid and attendance at any Covid case locations (the appointment reminder has a link to check this)
- I will share your name and contact details with health authorities if required for contact tracing purposes, you may also choose to check in using the QR code as you enter to assist with this
- you are not mandated to wear a mask in session but are welcome to and to ask me to wear one
- you need to bring your own pen and water bottle with you
- our appointments can easily move to telehealth options so that your support is not interrupted.

OTHER STUFF:

ABN: 69 289 922 992 Medicare provider number: 4665764Y AHPRA registration: PSY0001410195

Working with Children check: WWC0112506E (NSW), 1903983/1 (QLD), 1905161A-01 (Vic)

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.

CHILD PROTECTION & MANDATORY REPORTING:

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

PERMISSION TO EXCHANGE INFORMATION:

From time to time I may request your written permission to seek information from another relevant allied health 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 the further 4 sessions available each calendar year (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.

I do not provide medico-legal reports. Additional letters, reports and documentation can be negotiated at a cost in line with the Australian Psychological Societies 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.

CLIENT CONTACT & INTAKE INFORMATION

Name	_____	Your pronouns
DOB Grade / School	_____	
Address	_____	
Client phone	_____	
Email	_____	
Next of kin name & phone	_____	
Medicare number + expiry date	_____ (__) exp ____ / ____	
Referring GP name and contact details	_____	

INFORMED CONSENT:

I have read the document 'Information for Clients' provided to me by Jocelyn Brewer.
I have had sufficient time to consider it carefully, I have asked any questions that I needed to, and I understand it.

Signed: _____ Date: _____

PARENT/GUARDIAN CONSENT:

Sign below indicating your agreement to respect your adolescent's privacy:

I understand that while Jocelyn seeks to encourage your child to share the insights and gains made in sessions with you, she will not be able to provide individual session feedback to you without your child's consent and/or presence.

I understand that I will be informed about situations that could endanger my child. I know this decision to breach confidentiality in these circumstances is up to the therapist's professional judgment and may sometimes be made in confidential consultation.

Signed: _____ Date: _____

Parents name: _____



INFORMATION ABOUT YOU



1. In a few sentences, tell me about yourself.
2. What is the main issue you'd like to work on? Please describe, in as much detail as you feel comfortable, what has brought you along to see me at this time.
3. What would you like to get out of/resolve/improve on by seeing me?
4. Have you seen a psychologist or counsellor before? If so in your experience with counselling what worked and what didn't?
5. Please provide any medical history relevant to you seeing me. Are there any other medical professionals or allied health involved?
6. Are you currently involved in or considering legal proceeding? If so, please outline.
7. How did you find out about me and my services?
8. Is there anything else that you would like me to know before we start working together?