

Client Information Form

Title (please circle): Dr Mr Mrs Ms Master Miss Other

Last Name: _____ First Name: _____

Date of Birth: _____ Parent/guardian Name: _____

Medicare #: _____ Position: _____ Expiry: _____

Home Address: _____

Postal Address: _____

Contact Numbers: Home: _____ Mobile: _____

Work: _____ Email: _____

Next of Kin: (Please provide the contact details of the person you would like us to contact in an emergency.)

Name: _____ Relationship to you: _____

Phone Number: Home _____ Mobile _____

Are you a member of a private health fund? _____ Name of Fund: _____

During Business Hours, how would you most like us to contact you if necessary? (please circle)

Home Work Mobile Email SMS

*With regards to confidentiality, do you have any specific requests if we need to contact you for any reason: _____

Referring Doctor: _____ Date of referral: _____

Is this your usual doctor? YES NO (if no please provide details of your regular GP)

GP Details: _____

Are you seeing or have you seen any another other specialists? eg. Psychiatrist, Speech Therapist, OT

YES NO (if yes please provide contact details of these specialist below).

Name of Specialist: _____ Contact details: _____

Name of Specialist: _____ Contact details: _____

Do you have a current Mental Health Plan? YES NO

Are you being referred under any other program? (please list program) _____

Are there any court orders in place? YES NO (if so please provide information)

How did you hear about this service? _____

CLIENT CONSENT FORM

Background and Services

MindWare Psychology is a psychology practice based in Toowoomba. We believe everyone can change and reach their potential through a respectful, creative and ethical journey.

As part of providing a service to your MindWare practitioners will need to collect and record personal information from you that is relevant to your situation. This information is a necessary part of the services provided and guides the treatment. Please ensure you provide honest and comprehensive information to help us meet treatment needs. You do not need to give all of your personal information, but if you don't, this may impact on our service delivery. Our information is stored using secure electronic systems that adhere to Australian Privacy Laws. If you have further questions please ask your treating practitioner.

Privacy

The information we gather is treated in a confidential manner and is only seen by those who need to see the information to support you for your treatment. The information is retained in order to document what happens during sessions, and enables the treating practitioner to provide a relevant and informed psychological service. You are able to ask for your information and ask to review what is on file unless there is relevant legislation that indicates otherwise. Your treating practitioner will discuss the appropriate way to access your information.

Confidentiality

Please be assured that all information provided in the process of consultation is strictly confidential. Only the assigned practitioner can access your session notes and our administration staff see limited information to support you with bookings. Other than the special circumstances outlined below, no information may be released to others without the written consent from you or your guardian.

These *special circumstances* include the following:

1. Where a court orders the release of client information for legal purposes

2. Failing to disclose the information would place you or another person in serious or imminent risk.
3. Where the treating practitioners are seeking peer support from other practitioners in the clinic to provide you with the best service
4. Your prior approval has been obtained to provide a written report to another agency (eg: GP, Lawyer) or discuss the material with another person eg: parent, employer, teacher.
5. If the disclosure is required by law.

Please note that if you have been referred by a medical professional on a Government funded intervention (such as a Mental Health Plan) then it is usual practice to provide written reports. The reports provide limited information about your progress with the authorised treatment.

Please note that ***you have the right to refuse this consent.*** However, in certain situations, your refusal may mean that you will not be able to proceed with services at the clinic, especially if they are funded through a collaborative government scheme that requires reporting.

Fees

The cost of a 50 minute consultation varies depending on your treating practitioner. This cost will be agreed and discussed before your appointment or during your first appointment with your treating psychologist. The agreed scheduled fee is \$130 or as negotiated with your practitioner. You can claim Medicare rebate if you are eligible however please bring your referral information.

Cancellation Policy

We are a busy practice. In order to provide a quality service, if you need to cancel or postpone your appointment, we ask that you give at least one full business day's notice. If you provide us with less than one full business day's notice and we cannot fill your appointment time with another client, you will be charged 50% of your full consultation fee. If you fail to attend and provide no notice, unless there is a reasonable explanation, you will be charged 100% of the consultation fee if you do not attend. We will provide you with reminders, however, it is your responsibility to manage your appointment times.

Australian Psychological Society (APS) Charter for Clients of Psychologists

Attached to this form, you will find a charter developed by Australia's national professional organisation for psychologists, the APS. This charter outlines your rights as a client of a psychologist, including what you can expect from your provider here at MindWare.

Please read this charter carefully and, if you request, your provider can make a photocopy for you to take home with you.

Emergency and After Hours Coverage

Normal operating hours for the clinic are **Monday through Friday, 9:00AM through 5:00PM, excluding public holidays**. When there is no one available to take your phone call, you may leave a confidential message on the clinic's answering machine.

The clinic does ***not*** have coverage for emergencies. In the case of an emergency, you should contact your nearest hospital emergency department. Alternatively, you may call an agency called Lifeline which operates a 24-hour telephone crisis counselling service on 13 11 14. You are encouraged to share any experienced after-hours emergencies as soon as possible with your provider.

PROVISION OF CLIENT CONSENT:

I/We have read the above information carefully and understand that:

1. All services at the clinic are provided by practitioners and staff at Mindware Psychology.
2. There are circumstances (outlined above) under which the confidentiality of the information I/we provide may be broken.
3. As part of the counsellor/provider's training, session(s) may be recorded, but that I/we will always be told in advance.
4. The clinic has no emergency or after hours coverage, but I/we understand where help should otherwise be sought.

I/We also understand that I/we can withdraw from treatment here at the clinic at any time without prejudicing any future treatment here.

CLIENT NAME (please print): _____

CLIENT SIGNATURE: _____

DATE: _____ / _____ / _____

Optional consent

I consent to staff (including administration staff) leaving a text or voice mail message.

CLIENT NAME (please print): _____

CLIENT SIGNATURE: _____

DATE: _____ / _____ / _____



Charter for clients of APS psychologists

All psychologists are legally required to be registered in Australia, which means your psychologist is registered with the Psychology Board of Australia. Your psychologist is also a member of the Australian Psychological Society, the largest professional organisation for psychologists in Australia. These safeguards mean that your psychologist is properly trained and ensures that you receive high quality, ethical service.

As a client of an APS psychologist, you have a right to expect that:

- You will be treated with respect at all times
- Your cultural background and language tradition will be respected
- You will be given a clear explanation of the services you will receive
- You will be asked to give your consent for any service provided by your psychologist prior to the service commencing and as it progresses
- You will receive an explanation about the confidentiality of the service and the exceptional situations where your confidentiality may not be protected
- You will receive a clear statement about fees for your psychologist's services
- There will be a discussion about the estimated number of sessions required to achieve your goals
- You will receive skilled and professional services from your psychologist
- There will be clear goals that you and your psychologist are working toward
- You can ask any questions about the service you are receiving.

NOTE:

If you have any concerns about the above matters, discuss them with your psychologist. If you have concerns about the conduct of your psychologist, you may call either the Psychology Board of Australia on 1300 419 495, or the Australian Psychological Society on (03) 8662 3300.

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