



Transformative Psychology

helping people transform their lives

First Consultation Information

Welcome to Transformative Psychology (TP)

Transformative Psychology (TP) is a people-focused practice committed to researching, designing and delivering psychology, counselling, coaching, supervision and learning services and programs that are focused on supporting people to change, develop and transform their lives.

Access to Transformative Psychology

Location

Transformative Psychology is located on the **1st Level** of Chapel Gate Medical Centre at:

6 – 10 Chapel Street (corner Dandenong Rd)
Windsor Victoria 3181
Australia

Parking

- ▲ Free parking is available behind Chapel Gate Medical Centre (enter from laneway to the left of building, if you are facing the building)
- ▲ by Windsor Station (2 min walk)
- ▲ behind The Paint Shop on Chapel Street opposite Windsor Station (2 min walk).

Waiting Room

Once you come into Chapel Gate Medical Centre take the stairs (or lift, if required) to 1st Level.

Take a seat in the waiting room. This is where your psychologist will meet you for your appointment.

What to bring to your first consultation

For Medicare Better Access referrals with a Mental Health Care Plan:

Please bring your **Referral** from your medical practitioner (and a copy of your Mental Health Care Plan if this has been provided).

For all other referrals:

You may not need to bring any documents with you.

If you are being referred through an organisation or agency (e.g. Transport Accident Commission (TAC); Victorian WorkSafe Authority (VWA); Department of Veterans' Affairs (DVA)) please bring any relevant documents with you.

What to expect at your first and at subsequent consultations

Further information about this can be found on our website (site address below) in the Counselling section.

All consultations run for approximately 55 minutes.

Transformative Psychology - Level 1, 6-10 Chapel Street, Windsor VIC, 3181

ABN 83869287522

M 0438 055 565 - charles@transformativepsychology.com.au - www.transformativepsychology.com.au



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Fees and Rebates

Professional fees were discussed with you when your first spoke with your psychologist and your initial consultation was scheduled.

Currently a one hour (approximately 55 minutes) psychology consultation at Transformative Psychology is:

- \$155.00 for individuals
- \$170.00 for couples / groups

Subsequent consultations attract the same fee. Fees can be paid by cash, bank transfer or cheque before or at the end of the consultation.

Medicare Item Numbers and Rebates

From 1 November 2006 new Medicare rebates became available for eligible clients with a mental disorder to receive individual and/or group allied mental health services through the Medicare Better Access Program. A client can access up to a maximum of ten individual and ten group services per calendar year.

Rebates for these services are available to clients who have been referred by a medical practitioner managing the client under a Mental Health Care Plan (MHCP), or on referral by a psychiatrist or paediatrician.

From 1 January 2013 these Medicare psychology services are provided in two sets:

- an initial series of six services with a review by the referring medical practitioner after these services
- up to a further four services following a review and with a referral from the medical practitioner, if these are required.

To receive a rebate from Medicare for these services clients will require a tax invoice with the relevant Item Number for the service. This will be provided by your psychologist. Psychologists at Transformative Psychology are registered providers of Medicare psychology services.

Rebates from Private Health Funds and Other Agencies

Psychologists at Transformative Psychology are registered providers of psychology services with the major private health funds, Victorian WorkSafe Authority (VWA), Transport Accident Commission (TAC) and the Department of Veterans' Affairs (DVA). Clients with private health insurance may be eligible for a rebate, depending on their level of cover and associated benefits. Please contact your health fund for further information. Your psychologist will explain fees, rebates, and claiming processes regarding other agencies.

A client referred through the Medicare Better Access Program with a Mental Health Care Plan cannot claim a Medicare rebate and a rebate from their private health fund.

Cancellation Policy

- 0 - 48 hours notice Full Agreed Payable Fee
- 48 - 72 hours notice 50% of Agreed Payable Fee

If your cancelled, postponed or rescheduled appointment can be offered to another client prior to your scheduled appointment time the above fee(s) will not apply. If you do not attend at all you will be charged the full consultation fee. In 'Medical Emergencies' the fee may not apply if you can provide written evidence from your medical practitioner that you were unable to attend due to a medical emergency.

For Medicare psychology services, a Medicare funded consultation cannot be used to cover a cancelled consultation if a psychology service is provided through the Medicare Better Access Program as this needs to be delivered in person, or can a cancelled consultation be counted as one of your allowable Medicare psychology services.

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Payment Options for Professional Fees

Professional consultation fees can be paid by any of the following payment methods:

A. Cash

B. Bank transfer

C. Cheque

If paying by the bank transfer method the **account details** for this are:

BSB: 944 300

Acct No: 007 818 416

Acct Name: Charles Thermos

Reference: Your name (first and/or surname)

Fees must be paid on the day of or before your consultation.

For bank transfers a Tax Invoice / Receipt will be issued once this has been paid in full. If you require a Tax Invoice / Receipt on the day of your consultation please ensure this has been paid in full before your consultation.

Further information

If you have any further questions or require any further information please contact us on 0438 055 565 or email charles@transformativepsychology.com.au

You will have an opportunity to discuss any queries or concerns about any aspect of this information with your psychologist.

Thank you for taking the time to read this information. I hope it has been helpful.

Charles Thermos MPsych, MAPS
Director & Principal Psychologist - Transformative Psychology

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