



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, when you are facing the building).

Alternatively, there is a car park (fee required) 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 you will be met by your psychologist. If the reception desk is unattended, your psychologist will still meet you here.

What to bring to your first consultation

For Medicare Better Access Psychology Service 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, agency or third party provider (e.g. Transport Accident Commission (TAC); Victorian WorkSafe Authority (VWA); Department of Veterans' Affairs (DVA)), please bring any relevant documents with you, if they have been provided.

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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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.

Fees and Rebates

Professional fees and relevant rebates will be discussed with you when your first speak with your psychologist and your initial consultation is scheduled.

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 they are required.

To receive a rebate from Medicare for these psychology 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 private health funds and other agencies.

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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

Cancellation Policy details will be discussed with your psychologist and they will be provided to you in writing at your first consultation.

Payment Options for Professional Services Fees

Professional Services Fees can be paid by any of the following payment methods:

- A. Bank transfer from your account to your psychologist's (Charles Thermos)
- B. Cash
- C. Cheque

If paying via bank transfer, the **account details** are:

BSB: 944 300

Acct No: 007 818 416

Acct Name: Charles Thermos

Reference: Your name (first and the initial of your last name)

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

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

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