



# 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 **1<sup>st</sup> Level** of Chapel Gate Medical Centre at:

6 – 10 Chapel Street (cnr 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) about 100 metres from Chapel Gate as you head toward High St on Chapel Street and opposite Windsor Station (2 min walk).

#### Waiting Room

Once you come into Chapel Gate Medical Centre take the stairs (or lift, if required) to the 1<sup>st</sup> 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 current **Referral** from your medical practitioner (and a copy of your Mental Health Care Plan, if it 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](mailto:charles@transformativepsychology.com.au) - [www.transformativepsychology.com.au](http://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 50-55 minutes.

## **Fees and Rebates**

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

Fees can be paid by bank transfer, cash 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.

Updated information and changes to Medicare psychology services, Item Numbers and rebates will be provided by your psychologist.

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.

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## 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.

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

Minimum of 48 hours notice is required. Otherwise the full Agreed Payable Fee will be incurred.

Cancellation Policy details will be discussed with your psychologist and 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:** 944 600

**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 the 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.

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## 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](mailto: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, MCCOUNP  
Director / Principal Psychologist / AHPRA Approved Supervisor

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