



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, if they choose to.

Access to Transformative Psychology

Location

Transformative Psychology is located within Prahran Clinic at 244 Malvern Road Prahran VIC 3181, Australia.

Parking

Parking is available along Malvern Road and in car parks on Little Chapel Street. Please observe parking time restrictions and any associated fees, if required.

Waiting Room

Once you come into Prahran Clinic let the receptionist know you have an appointment with Charles Thermos.

What to bring to your first consultation

For Medicare Better Access psychology services referrals with a Mental Health Treatment Plan please bring your current referral from your medical practitioner, and a copy of your Mental Health Treatment Plan, if it has been provided.

For other Medicare psychology services please bring your referral.

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 - 244 Malvern Road, Prahran 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 psychology consultations run for approximately 50-55 minutes.

Fees and Rebates

Professional fees for psychology services and any applicable rebates will be discussed with you when you initially speak with your psychologist and before your initial consultation is scheduled.

Fees can be paid by bank transfer or cash before or at the end of the consultation. Payment with a credit card cannot be made.

To claim a Medicare psychology service rebate or private health insurance rebate your tax invoice for the psychology service must be paid in full first.

Medicare psychology services and private health funds psychology services

Information about these services will be discussed with you by your psychologist prior to and/or at your first consultation.

Psychologists at Transformative Psychology are registered providers of Medicare psychology services, as well as 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

A minimum of 48 hours notice is required. Otherwise the full agreed payable fee will be incurred.

Cancellation Policy information and processes will be provided to you by your psychologist at your first consultation.

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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

Payment with a credit card cannot be made.

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

BSB: 944 100

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 PAID Tax Invoice will be issued once the fee has been paid in full. If you require a PAID Tax Invoice on the day of your consultation please ensure your full payment has been received before and by the end of 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, FCCOUNP
Director / Principal & Counselling Psychologist / PsyBA Approved Supervisor

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