



Transformative Psychology

helping people transform their lives

Charles Thermos MPsych, MAPS, FCCOUNP
Counselling Psychologist / PsyBA Approved Supervisor
Medicare Provider 2653733W

Client Consent Form (effective from 20 April 2020; updated Oct 2021, Jun 2023, Jan 2025)

Consent for a psychology service via telehealth (video-conferencing) or telephone (audio only)

As part of providing a psychological service to you, Charles Thermos needs to collect and record personal information about you that is relevant to your situation, such as your name, contact information, personal history and other relevant information as part of providing psychology services to you.

Purpose of collecting and recording information

The collection of personal information will be a necessary part of the information gathering process and the psychological support that is provided.

A detailed description of how your personal information is managed, how you can access your personal information, how to lodge any concerns or complaints about this service and how your personal information is managed must be provided to you by your psychologist on request. This is known as the Management of Personal Information Policy.

Consequence of not providing personal information

If you do not wish for your personal information to be collected in a way anticipated by this Consent Form or the Personal information Policy, Charles Thermos may not be in a position to provide the psychological service to you. You may request to be anonymous or to use a pseudonym, unless it is impracticable for Charles Thermos to deal with you or if he is required or authorised by law to deal with identified individuals. In most cases it will not be possible for you to be anonymous or to use a pseudonym, however if he agrees to you being anonymous or using a pseudonym, you must pay the consultation fees at the time of the appointment.

Disclosure of personal information

Personal information gathered as part of this service will remain confidential except when:

1. it is subpoenaed by a court; or disclosure is otherwise required by law; or,
2. failure to disclose the information would place you and/or another person at serious risk to life, health or safety; or,
3. your prior approval has been obtained to:
 - provide a written report or verbal communication to another professional or agency. e.g. a medical practitioner or a lawyer; or,
 - discuss the material with another person, eg. a parent, employer, health provider or third party funding provider; or,
 - disclose the information in another way; or,
4. you would reasonably expect your personal information to be disclosed to another professional or agency (e.g. your medical practitioner) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected; or,



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5. it is a requirement through a particular program that a progress report is sent by your psychologist to a medical practitioner (e.g. Medicare Better Access Program), or when information about your mental health and well-being needs to be shared between Charles Thermos and your medical practitioner to assist in the management of your health, or when a progress report, if required, is sent to a third party funding the service (e.g. Transport Accident Commission (TAC), Victorian WorkSafe Authority (VWA), Department of Veterans' Affairs (DVA)).

Your personal information is not disclosed to overseas recipients, unless you consent or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented or disclosed for any other purpose.

Access to Client Information

As a client of a psychologist you are entitled to access information about you that is kept on file at any stage, unless the relevant legislation stipulates otherwise. Your psychologist may discuss appropriate forms of access with you and an administration fee may be incurred for this purpose.

Telehealth Services (i.e., videoconference or phone)

From 30 March 2020 all Australians eligible to receive psychology services under Medicare have been able to access psychological services via telehealth or telephone, if clinically appropriate.

Provision of a telehealth psychology service

Where appropriate the service may be provided by telehealth (videoconferencing) or telephone. You are responsible for the costs associated with setting up the technology needed so you can access telehealth services, such as a device of your choice. Charles Thermos will be responsible for the cost of the call to you and the cost associated with the platform used to conduct telehealth services, which will be delivered via the CoviU platform.

To access telehealth consultations you will need access to a quiet, private space; an appropriate device, such as a smartphone, laptop, iPad, computer, with a camera, microphone and speakers; and a reliable broadband internet connection.

The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used. To support the security of your personal information Charles Thermos and Transformative Psychology use the CoviU platform, which is compliant with the Australian standards for online security and encryption.

Limitations of telehealth (video-conferencing)

A telehealth consultation may be subject to limitations such as an unstable network connection which may affect the quality of the psychology consultation. In addition, there may be some services for which telehealth is not appropriate or effective. Your psychologist will consider and discuss with you the appropriateness of ongoing telehealth consultations.

Fees for telehealth psychology services

The cost of an initial and subsequent consultation(s) (approximately 50-55 minutes) is \$220 for an individual or \$250 for a couple/group. This is payable before or at the end of the consultation by bank transfer (i.e., from your account to Charles Thermos'). Charles will discuss fee aspects with you, including bank account details, as well as your eligibility for Medicare rebates or other potential rebates.



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Obtaining financial consent from clients

Psychologists must obtain initial Financial Consent from their clients prior to providing a psychology service via telehealth or telephone. This may be provided via SMS, or email, or verbally, before the consultation begins.

Cancellation Policy

If you need to cancel or reschedule your scheduled consultation, please provide Charles Thermos a minimum of 48 hours notice, otherwise you will be charged the full consultation fee. If you provide less than 48 hours notice and your time can be given to another person, or if it is a Medical Emergency (verification from your medical practitioner will be required), the cancellation fee will not apply. For non-attendance for any other reason you will be charged the full fee.

For Medicare and other third party funded psychology services (i.e., TAC, VWA, DVA, VACU) a consultation cannot be used to cover a cancelled consultation. A cancelled consultation fee will be incurred by you.

Please discuss any queries or concerns about the Professional Fees, Rebates and Cancellation Policy with Charles Thermos. This is available on request.

APS Charter for Clients of Psychologists

This Charter explains your rights as a client of a psychologist and a copy is available on request.

Further information

Please ensure you discuss and clarify any part of this Consent Form, as required, particularly any parts that may need clarifying.

Nominated contact person (next of kin)

I have agreed that in circumstances where the psychologist is concerned about my welfare and/or is unable to contact me and/or if something happens to me during the consultation, permission is provided for Charles Thermos to contact the following nominated person:

Name of nominated person.....Relationship to you.....

Contact number.....

Consent to receive telehealth / telephone psychology services

I, (print your name in Block Capitals)....., have read and understood the information in this Consent Form and have discussed any related matters with Charles Thermos. I have been provided with information about the telehealth / telephone psychology service, including the limitations to privacy and confidentiality, and I agree to the above conditions for the telehealth / telephone services to be provided by Charles. I give financial consent for the telehealth / telephone services. I give permission to Charles to contact my nominated person, if he becomes concerned about my welfare, and/or if he cannot contact me, and/or if something happens to me during the consultation. I know I can request a copy of the 'Management of Personal Information Policy' and/or the 'Professional Fees, Rebates and Cancellation Policy'.

Client signature Date/...../.....



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Or where client's signature is not possible to obtain, the psychologist's confirmation of verbal, email or SMS consent:

I have discussed the information in this consent form with the client and received verbal or email or SMS consent to proceed with telehealth / telephone services. The client has understood the contents of this form and associated agreements.

Psychologist signature Date/...../.....

Psychologist to complete

I, Charles Thermos, believe that the person named above has read and understood the contents of this form.

Psychologist signature Date/...../.....