



Charles Thermos MPsych, MAPS, FCCOUNP
Counselling Psychologist / PsyBA Approved Supervisor

Medicare Provider 2653733W
Psychology Board of Australia No. PSY0001120915
Australian Psychological Society (APS) / APS College of Counselling Psychologists Member No. 020210

Informed Consent Form - Private & Confidential - Updated 01.12.2025

Consent for Psychological Service

Your consent is required for your psychologist Charles Thermos to provide a psychological service. Charles Thermos will explain to you the benefits and any potential risks of accessing psychological services. Please ensure that you fully understand the service information provided and ask for further information if you are unclear as to the information outlined in this consent form.

Personal Information

As part of providing a psychological service, such as a psychological assessment, treatment, or counselling, Charles Thermos will need to collect and record personal information that is relevant to your current situation. This information is a necessary part of the services provided and guides treatment. You do not have to give all of your personal information, but choosing not to share your relevant information may mean that the psychological service may be affected.

How your information is collected

Your personal information is collected in a number of ways during a psychological service with Charles Thermos. This may include any or a combination of the following approaches: when you provide information directly to him, when completing any forms and/or questionnaires, and when other health practitioners (such as your medical practitioner) via referrals, Mental Health Treatment Plans and reports or when any other forms of communication (e.g. emails, SMS, phone, third parties, other services) provide personal information to him.

Purpose of collecting and holding information

Your personal information is gathered as part of your assessment, management / treatment and counselling. Your information will be confidentially retained to document what happens during sessions and enable Charles Thermos to provide a relevant and informed psychological service to you. At times, with your consent, Charles Thermos may also gather information from others to help to inform the psychological service. That information will be treated in the same way as your personal information.

Your personal information will not be used, sold, rented or disclosed for any other purpose.

Information storage

Your information is stored securely. It is only accessed by Charles Thermos, in accordance with Transformative Psychology's privacy policy and processes. A more detailed description is provided in Transformative Psychology's 'Privacy policy for the handling of personal information', which is available on request.

Your information is stored using a secure electronic system, including within a secure cloud-based storage system, that adhere to Australian Privacy laws, as well as in a secure filing system at 244 Malvern Road, Prahran VIC 3181

Transformative Psychology 244 Malvern Road, Prahran, VIC, 3181 M 0438055565



that is accessible by Charles Thermos only.

Consequences of not providing personal information

Psychologists are required to keep clear and accurate client records as part of their professional obligations. If you do not wish for your personal information to be collected, Charles Thermos may not be able to provide the psychological service to you. Please discuss any concerns you have with him.

Accessing your personal information

At any stage, you are entitled to access your personal information kept on file. There may be some exceptions to this. These are outlined in the relevant legislation and/or policies.

Charles Thermos may discuss the contents with you and/or give you a copy, subject to the exceptions in the Privacy Act 1988 (Commonwealth). If satisfied that any aspect of your personal information is inaccurate, out of date or incomplete, reasonable steps will be taken to ensure that this information is corrected.

Any request by you for access to or correction of personal information about you should be lodged in a letter to Charles Thermos, Transformative Psychology, 244 Malvern Road, Prahran VIC 3181 or email Charles Thermos at charles@transformativepsychology.com.au. These requests will be responded to within 30 days, and an appointment will be made, if necessary, for clarification and discussion purposes. An administration fee may be incurred for preparing and copying your personal information.

Confidentiality of information

Personal information gathered by Charles Thermos will remain confidential except for certain circumstances. In most cases, any sharing of information will only occur with your consent. Charles Thermos asks for your consent to share information when:

- Sharing information with a family member, guardian, carer or friend.
- Discussing with others, such as your GP, employer, or any agencies which may be paying for your attendance (e.g. Ambulance Victoria (AV), Department of Veteran Affairs (DVA), WorkSafe Victoria (WSV), Transport Accident Commission (TAC)).
- Providing a written report regarding your assessment or treatment to another professional or agency, such as your GP, lawyer or insurance company.
- Disclosing the information in any other way not referenced in this document.

Psychologists are required to consult and receive supervision from colleagues from time to time. If your information is shared in this context, all care is taken to de-identify your information in such a way that you remain anonymous. If Charles Thermos needs to do this, he will discuss this with you first, and seek your consent to do so prior to his supervision consultation. Please let Charles Thermos know if you have any questions or concerns about this aspect of his professional work.

Exceptions to confidentiality

There are times when Charles Thermos may release your information without obtaining your consent such as:

- When a court requires information by issuing a subpoena, or providing information is otherwise required or authorised by law.



Transformative Psychology

helping people transform their lives

- When it is required because the psychologist must make a mandatory report on a concern.
- When the psychologist discloses information because they believe you or someone else is at risk of serious harm.
- When your consent cannot be gained due to needing to get you access to an emergency service during a medical and/or psychological crisis.

Additional information about your psychological service

Psychology and counselling require an active and engaged effort on your part in order to benefit from the psychological services, including both during your sessions and particularly outside of session times.

You can cease your psychological service with Charles Thermos at any time, including when you might be feeling uncomfortable with what is happening in a session.

Charles Thermos will not engage with you in public or online in a way that might identify you as a client. This is to protect your privacy and to ensure that the requirements to uphold professional boundaries are adhered to.

Charles Thermos will only engage with you in sessions, directly via email, SMS or phone, in accordance with agreements made together. He will not respond to you on social media or in public forums.

Health, Cultural and Contextual Safety

Charles Thermos is committed to respecting and incorporating health, cultural and contextual safety into his psychological practice, including for Aboriginal and Torres Strait Islander people.

Please let Charles Thermos know about any cultural considerations that are important to you in the way services are provided and who you would like involved in your care, if required.

In addition, please let Charles Thermos know if you have specific access support needs (ramps, accessible parking, resources provided in specific formats), communication support needs such as interpreting, the use of assistive technology, or resources provided in different languages, or any other support needs in order to assist your participation, safety and engagement with your psychological service.

If a client is in a domestic violence situation Charles Thermos will need to assess their particular situation and circumstances, explain local laws, identify who the client trusts and adapt the consent process to ensure the client feels safe and supported.

Neurodiversity-affirming care

Charles Thermos and Transformative Psychology are committed to providing psychological services that are aligned with the principles and practices of neurodiversity-affirming care.

Please let Charles Thermos know if you have any particular preferences or needs in relation to neurodiversity-affirming care and your particular needs.



Telehealth Services (i.e., video/audio or phone consultation)

The option of a psychological service via telehealth with Charles Thermos is available, if you prefer it. With regard to telehealth services you are responsible for the costs associated with setting up the technology needed to 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.

To access telehealth services you will need access to a quiet, private space, to an appropriate device, and to a reliable broadband internet connection. A telehealth service may be subject to limitations such as an unstable network connection which may affect the quality of the psychological service.

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 uses the Coviu platform, which is compliant with the Australian standards for online security and encryption. You do not need to download any apps to use this platform. Charles Thermos will provide you with information and instructions regarding how to access and use the Coviu platform.

Charles Thermos will discuss the appropriateness of any initial and ongoing telehealth services with you.

Charles Thermos will ask for your written, email or verbal consent if you are changing from an in person to a telehealth service for the first time. At the start of your telehealth service he will ask you where you are located, if you are on your own. This information is collected and recorded to ensure that in the event of an unexpected emergency while you are online, he can access emergency services for you.

Fees

A standard consultation with Charles Thermos is usually between 50-60 minutes. The current fee for a standard consultation (i.e., initial and subsequent) is \$220.00 for an individual or \$250.00 for a couple. The Australian Psychological Society's Recommended Fee is \$318.00 during the 2025-26 financial year. This is payable before or at the end of the consultation or within seven days of your consultation, by bank transfer or cash. Payments with a credit card are not available.

You will be given a Tax Invoice for your consultation. A paid Tax Invoice will be issued once your full payment has been received. The paid Tax Invoice can be used for claiming any eligible rebate from Medicare or your private health insurance. It is your responsibility to make a claim for any rebate.

If full or part payment is covered by a third party (e.g. AMBVIC, DVA, WSV, TAC), then Charles Thermos will inform you of fee information and associated payment / claiming processes.

Fees will be reviewed in January each year.

Cancellation policy

If you need to cancel or reschedule your appointment, please give Charles Thermos at least 48 hours notice via email, SMS or phone. If you give less than 48 hours notice, you will be charged the full consultation fee, in accordance with the above fee schedule, unless your appointment can be offered to another person or if it's a medical emergency (verification required). For any other reason you will be charged the full consultation fee. If you do not attend at all you will be charged the full consultation fee.



Settlement of your account is required prior to any further sessions being scheduled.

For Medicare or other third party funded psychological services, a funded consultation (e.g. AMBVIC, DVA, WSV, TAC) cannot be used to cover a cancelled consultation. A cancelled consultation cannot be counted as one of your allowable Medicare psychology services.

Medicare Psychology Services and Rebates

Under the Medicare Benefits Schedule (MBS), Medicare rebates are available to clients with an assessed mental condition and a current referral from their medical practitioner, together with a Mental Health Treatment Plan (MHTP) for the relevant Medicare psychology service.

The Medicare rebate applies to a maximum of ten (10) Medicare psychology services per calendar year. The 10 services are delivered in two blocks: an initial series of 6 services, followed by a review with your medical practitioner before you are able to access the additional 4 services. You must have a new referral for these additional services before your next scheduled psychological consultation.

The Medicare rebate is \$98.95 per consultation, effective from July 1, 2025.

Private Health Insurance Rebates

Some private health insurance policies provide a rebate for psychology services. Please check with your private health insurance company whether you might be eligible for this.

Please note that you cannot claim a rebate from your private health insurance and Medicare for the same psychology service.

Emergency Support Services (if required)

As Charles Thermos' practices part-time (i.e., Tuesdays and Thursdays) at Transformative Psychology and he does not provide an emergency or crisis service, he may not check any of his communications on his non-practice days.

In the event of an emergency or crisis please call any of the following numbers or services:

- 000, or contact your medical practitioner, or visit your nearest hospital's emergency department.

The following telephone/online counselling and support services are available for free:

Lifeline (24 hours)	13 11 14
Suicide Line Victoria	1300 651 251
Suicide Call Back Service	1300 659 467
Beyond Blue	1300 224 636
GriefLine	1300 845 745
DirectLine (drug and alcohol)	1800 888 236

For Crisis Assessment and Treatment Services (CATT), please refer to your residential region for specific contact information.



Concerns

If you have any concerns about your contact with Charles Thermos, please discuss these with him directly, if you are able to. You can do this in session, or by contacting him by phone, or by emailing charles@transformativepsychology.com.au

Please Note: If you have any questions or you are still unclear about what is written within this Informed Consent Form after reading it, or about any other psychological service-related matter that may not have been included in this consent form, please discuss this with Charles Thermos prior to or at your first appointment.

Informed Consent

I, (print your name in Block Capitals)....., have read and understood all the information in this Informed Consent Form and I have discussed any related matters with Charles Thermos, as required.

I agree to the above conditions for the psychological service to be provided by Charles Thermos to me.

I give permission (consent) to Charles Thermos to contact my nominated **Next of Kin (NOK)**, in the event of an emergency, or if he becomes concerned about my welfare/safety, and/or if he cannot contact me and has a reasonable concern about my welfare.

I nominate the following person as my next of kin and I acknowledge that I have or will inform them of this:

Nominated next of kin (full name of person):

Relationship to you:.....

Contact information:

Period of Consent / Consent Form Review

This informed consent form is typically valid for a period of 12 months from the date of signing this form. Consent will may also be reviewed as required should the terms of the service change.

You have a right to withdraw this consent at any time by telling Charles Thermos or by putting your request in writing. You cannot withdraw consent for a service that has already occurred. He can discuss any implications of withdrawing consent with you.

Client signature **Date**

Psychologist signature

I, Charles Thermos, have discussed the Informed Consent Form with the client mentioned in this form and I am satisfied that the client understands and accepts the information within.

Psychologist signature **Date**