

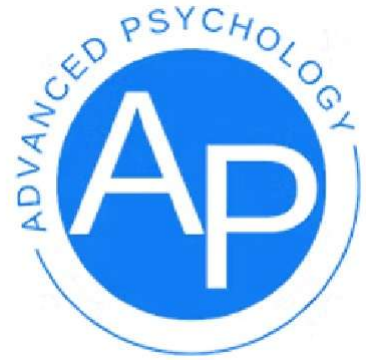
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“Providing evidence-based, respectful, culturally safe and accessible psychological care.”

ADVANCED PSYCHOLOGY

CLIENT SERVICE AGREEMENT & INFORMED CONSENT

Effective 1 December 2025

Version 3.0

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★ PART 1 – INTRODUCTION

1.1 Purpose of This Document

This Client Service Agreement and Handbook explains how Advanced Psychology provides psychological services, how we keep your information safe, what you can expect from us, and what we ask from you.

It reflects the standards required by the **Psychology Board of Australia Code of Conduct (2025)**, the **Privacy Act 1988**, and the **Australian Privacy Principles**.

We aim to provide clear, accessible, and transparent information so that you feel supported and informed throughout your care.

1.2 About Advanced Psychology

Advanced Psychology is a private psychology clinic providing therapy, assessments, consultation, and school-based services for children, adolescents, adults, families, and educational settings.

We value professionalism, respect, cultural safety, and evidence-based practice. Our clinic operates on a prepaid model to ensure clarity, fairness, and efficiency.

1.3 Our Values and Commitments

We are committed to:

- Providing safe, respectful, culturally responsive care
 - Protecting your privacy
 - Explaining information in clear, accessible language
 - Supporting neurodiverse clients with flexible communication options
 - Being transparent about fees, cancellations, and processes
 - Using technology responsibly and ethically
 - Maintaining strict professional boundaries
 - Offering multiple ways to access this information (full document, easy-read summary, dyslexia-friendly version, or audio version upon request)
-

1.4 Your Rights as a Client

You have the right to:

- Safe, respectful, culturally appropriate care
- Clear information about services
- Privacy and confidentiality
- Accessible communication
- Ask questions or request clarification
- Request an audio version, large-print version, or dyslexia-friendly version of this agreement
- Decline the use of AI-assisted tools (this will not affect your ability to receive services)
- Provide feedback or make a complaint without penalty
- Withdraw from services at any time

1.5 How to Use This Handbook

This handbook is comprehensive and may be long.

Most clients prefer to read the **1-page Key Points Summary**, which highlights the most important parts.

The full handbook contains the detailed explanations required for legal, ethical, and professional standards.

If reading long documents is difficult for you, please ask for:

- An **audio version**
- A **dyslexia-friendly version**
- A **large-print version**
- Or a **verbal explanation** during session

We are committed to making this information accessible.

1.6 Accessibility and Support Options

We work with many clients who experience:

- ADHD
- Dyslexia
- Autism
- Cognitive overload
- Anxiety
- Trauma
- Language barriers

We understand reading long documents may be challenging.

To support you, we offer:

- A 1-page summary
- Audio version of key points
- Dyslexia-friendly version
- Option to request a verbal explanation
- Option to ask questions at any stage

You do not need to read the entire handbook to receive care.

Signing indicates that you understand the key points and know you can ask for support if needed.

★ PART 2 – SCOPE OF SERVICES

2.1 Overview

Advanced Psychology provides psychological therapy, assessments, consultation, and support services across clinical, educational, and developmental presentations.

Services are delivered in person, via telehealth, or within educational settings where appropriate.

All services are provided by registered psychologists or clinicians under appropriate supervision.

2.2 Therapy Services

We provide evidence-based therapy for:

- Anxiety, depression, mood difficulties
- Trauma and stress-related concerns
- Emotional regulation
- Behavioural challenges
- Social and interpersonal difficulties
- Parenting support and psychoeducation
- Adjustment difficulties
- Autism, ADHD, and neurodiversity-related challenges

- Learning difficulties
- Executive functioning
- General wellbeing, resilience, and self-esteem

Therapy may include:

- Cognitive Behaviour Therapy (CBT)
- Acceptance and Commitment Therapy (ACT)
- Mindfulness-based interventions
- Narrative therapy
- Parent support and training
- Behavioural strategies
- Social skills coaching
- Solution-focused approaches
- Psychoeducation
- Strengths-based and neuroaffirming practices

Therapy sessions typically run for **50 minutes**, unless otherwise arranged.

2.3 Assessment Services

Assessment services may include:

- Cognitive (IQ) assessment
- Educational and achievement assessment
- Behavioural assessments
- Adaptive functioning assessments
- Attention/ADHD assessments
- Autism assessments (non-medical, behavioural / educational focus)
- School readiness and developmental assessments
- Emotional/behavioural screenings
- Functional assessments of learning

Assessment services typically include:

- Initial consultation
- One or more assessment sessions
- School and parent questionnaires
- Scoring and interpretation
- Feedback session
- Written report

Important:

All assessments must be **paid in full before reports are released**.

NDIS Funding and Assessments

Accessing NDIS Funding for Assessments

Assessments *may* be funded by the NDIS when:

- They are clearly aligned with the participant's current NDIS goals
- They are reasonable and necessary for the participant's functional support needs
- They fit within the participant's existing plan budget categories

Examples of assessments the NDIS may fund include:

- Functional Capacity Assessments
- Cognitive/IQ assessments related to functional needs
- Adaptive behaviour assessments
- Behavioural assessments linked to support requirements
- Educational assessments relevant to daily functioning
- Autism/ADHD assessments required to guide support plans

Important:

Advanced Psychology cannot guarantee NDIS funding approval.

Participants should consult their Support Coordinator, Plan Manager, or Local Area Coordinator regarding eligibility.

Invoices must accurately reflect the assessment delivered and cannot be rewritten to appear as therapy.

2.4 School-Based Services

Advanced Psychology provides services within school settings, which may include:

- Classroom observation
- Behavioural assessment
- Teacher consultation
- Goal setting
- Parent–school–psychologist collaboration
- Student support planning
- Social/emotional skills support

Billable Time Includes:

- Travel time from our office to the school
- Observation time
- Teacher meetings
- Phone/video meetings
- Liaison with wellbeing coordinators
- Preparation and documentation
- Report writing
- Feedback meetings

Unless a special arrangement is made, **all time booked for school-based work is billable at the psychologist's hourly rate**, including travel.

Travel is billed in 15-minute increments.

2.5 Telehealth Services

Telehealth (video or phone) may be used when clinically appropriate or necessary.

Telehealth services follow the same standards of:

- confidentiality
- boundaries
- fees
- cancellation policies
- documentation practices

Clients must ensure:

- a private environment free from disruption
- reliable internet connection
- that no unauthorised third parties are present

Sessions are **not recorded** without explicit written consent.

2.6 Reports, Letters, Forms, and Additional Work

Advanced Psychology provides:

- Reports (clinical, educational, behavioural)
- Letters for schools, GPs, paediatricians, etc.
- Forms and documentation (e.g., NDIS supporting documents)
- Summary letters
- Session attendance confirmations
- Funding support letters

Additional Fees Apply

These services require clinician time and administrative coordination.

Fees are calculated at the psychologist's hourly rate and must be prepaid.

No report or letter is released until payment is received in full.

2.7 NDIS Policy

Advanced Psychology accepts clients who are:

- **Self-managed**, or
- **Plan-managed**

NDIS may fund the following when aligned with the participant's current NDIS goals:

- Therapy sessions (in person or telehealth)
- Parent coaching directly related to therapeutic or functional goals
- Liaison and communication that supports NDIS plan goals
- Assessments that are "reasonable and necessary" for functional needs
- Functional Capacity Evaluations
- Cognitive/IQ testing relevant to support planning
- ADHD/ASD assessments when used to guide support needs
- Educational/learning assessments connected to functional capacity
- Reports associated with these assessments

Compliance Requirements:

- All funded services must align with NDIS goals
- Invoices must accurately describe the service delivered
- Assessment invoices cannot be rewritten to appear as therapy
- Funding decisions are made by the NDIA, Support Coordinator, Plan Manager, LAC

★ PART 3 — PRIVACY, CONFIDENTIALITY & DATA HANDLING

3.1 Our Commitment to Privacy

Advanced Psychology is committed to protecting your privacy and handling your personal information in accordance with:

- The *Privacy Act 1988 (Cth)*
- The *Australian Privacy Principles (APPs)*
- The *Psychology Board of Australia Code of Conduct (2025)*
- Relevant Victorian privacy and health legislation
- Professional ethical obligations under AHPRA

We collect and store only the information necessary to provide safe, effective psychological care.

3.2 What Information We Collect

We may collect:

- Personal details (name, DOB, address, contact information)
- Medicare, private health, and billing information
- Emergency contact details
- Background history
- Medical and educational records
- Teacher or GP questionnaires (if relevant)
- Assessment data, test responses, scores, and reports
- Session notes and treatment plans
- Emails and messages sent to our administrative team
- Administrative records (appointments, cancellations, payments)

We do **not** collect more information than we need.

3.3 How We Collect Your Information

Information may be collected through:

- Intake forms completed via Halaxy
- Direct conversations with you
- Assessment sessions
- Therapy sessions
- Emails and phone calls
- Telehealth sessions
- Questionnaires completed by schools or health professionals (with your consent)
- Documents you provide

You may choose not to provide certain information, but this may limit the services we can offer.

3.4 How Your Information Is Used

Your information is used to:

- Provide therapy
- Conduct assessments
- Develop treatment/learning plans

- Write reports
- Communicate with relevant professionals (with consent)
- Process payments and Medicare rebates
- Ensure safe and appropriate care

We do **not** use your information for advertising, marketing, or unrelated purposes.

3.5 Confidentiality

Information shared in session is confidential and will not be disclosed unless:

- You give *written consent*
- You request or authorise us to share information
- Required by law (e.g., subpoena by a court)
- Required to reduce or prevent a serious threat of harm
- Required under mandatory reporting laws
- Required for professional supervision (de-identified only)

Clinicians may discuss de-identified cases with supervisors to ensure best practice.

3.6 Legal Exceptions to Confidentiality

We are legally required to share information when:

1. **Risk of harm**
 - If you are at immediate risk of harming yourself
 - If you pose a risk to others
 - If a child is at risk of harm or abuse
 - Mandatory reporting obligations apply in Victoria
2. **Court orders or subpoenas**

If we receive a lawful demand for your records, we must comply.
3. **Medicare or insurance audits**

Only the minimum information required is shared.

We always aim to disclose the *least amount of information necessary* in these situations.

3.7 How We Store Your Information

We use secure, encrypted systems to store your information, including:

- **Halaxy** (our practice management software)
- Secure assessment scoring systems
- Password-protected computers
- Encrypted cloud storage when required

Physical documents (if any) are stored in locked filing areas.

We retain records for the minimum period required by law:

- **7 years** for adults
- **7 years after a minor turns 18**, or until age 25

Then they are securely destroyed.

3.8 Access to Your Records

You may request access to your records at any time.

We may:

- Provide summaries
- Provide full copies
- Provide reports
- Provide documents to third parties with written consent

Reasons we may decline access (rare):

- Risk of harm
- Legal restrictions
- Information relating to another person who has not consented

If access is refused, you will be provided with an explanation.

3.9 Third-Party Requests

We can share information only with **your written consent**, unless legally required.

Examples of third parties:

- Schools
- Paediatricians or GPs
- Psychiatrists
- Speech pathologists, OTs, tutors
- Courts or lawyers
- NDIS coordinators

Clients must complete a consent-to-release-information form before we share information.

3.10 Cultural Safety & Sensitive Information

We recognise that some information is culturally or personally sensitive.

We are committed to:

- Respecting cultural identity
- Acknowledging trauma experiences
- Using culturally safe practices
- Asking about preferences
- Providing interpreters if required (at client cost)

Clients may request limitations on what we record or share.

3.11 Emails, Texts, and Digital Communication

Emails are used for administrative communication only and may be stored within our practice management system.

Clinical discussions **cannot** take place via SMS or email.

Clients must not send:

- Sensitive clinical disclosures
- Crisis information
- Urgent safety concerns
- Long clinical histories via email

Instead, these must be discussed in session.

3.12 Telehealth Privacy

During telehealth:

- Sessions must be taken in a private location
- No unauthorised people may be present
- Recording is prohibited unless agreed in writing
- Clients must not screen record or audio record sessions

We use secure Zoom and Halaxy telehealth systems.

3.13 Use of AI-Assisted Tools

Advanced Psychology may use optional AI-assisted tools (e.g., for note summarisation during telehealth sessions) to support clinical accuracy.

Important points:

- AI tools do **not** replace therapist judgment
- They are used **only with client awareness**
- Clients may **opt out at any time**
- Only secure, approved systems are used
- No identifiable client data is stored outside our systems

You can ask questions about AI use at any time.

★ PART 4 – TECHNOLOGY, TELEHEALTH & AI TOOLS

4.1 Overview

Advanced Psychology uses secure and modern technology to support high-quality psychological services. This includes telehealth options, digital forms, encrypted note systems, and optional AI-assisted tools.

We follow the ethical, privacy, and transparency requirements of the **Psychology Board of Australia (2025 Code of Conduct)**.

4.2 Telehealth Services

Telehealth sessions may be provided via secure video or phone platforms.

Telehealth follows the **same professional and legal standards** as in-person appointments.

Clients agree to:

- Attend from a private, quiet location

- Ensure stable internet/phone connection
- Not record sessions unless explicitly agreed in writing
- Not have other people present unless discussed
- Maintain confidentiality of the session

If a session becomes unsafe or cannot continue due to connection issues, the psychologist may reschedule or continue by phone.

4.3 Security Measures

We use encrypted systems including:

- **Halaxy** (practice management & payments)
- Encrypted Zoom telehealth rooms
- Password-protected devices
- Secure cloud systems for assessment scoring
- Encrypted email servers for admin-only correspondence

We take all reasonable steps to protect your information from:

- Loss
 - Misuse
 - Unauthorised access
 - Modification
 - Disclosure
-

4.4 Prohibition on Client Recording

To protect clinical integrity and confidentiality:

Clients may not:

- Audio record sessions
- Video record sessions
- Screen-record telehealth sessions
- Record phone calls
- Record the psychologist without consent

Secret recording is considered a breach of trust and may result in ending services.

If a recording is required (rare), written consent from all parties must be obtained first.

4.5 Digital Communication Boundaries

Email

Email is used **only** for administrative purposes:

- Booking changes
- Invoices
- Reports
- General communication with our admin team
- Written information releases (with consent)

Emails **cannot** be used for:

- Therapy
- Disclosures
- Crisis information
- Large clinical summaries
- Emotional/clinical discussions

These must occur in session.

SMS / Text

We do not offer clinical support via text message.

Messages are strictly for administrative coordination.

Texts may be used to:

- Confirm appointments
- Provide reminders
- Send quick rescheduling notifications

Texts may **not** be used to:

- Share sensitive information
 - Request therapeutic advice
 - Discuss mental health issues
 - Provide lengthy updates
 - Request urgent clinical support
-

Phone Calls

Phone calls may be used for admin matters or brief check-ins.

Calls over **10 minutes** or involving clinical content are billed at the psychologist's rate and require a booking.

4.6 Online Forms & Credit Card Storage

Clients complete their intake forms and provide credit/debit card details through **Halaxy**, which uses:

- Encrypted card vault
- Stripe-based secure processing
- PCI-compliant systems

Card details cannot be viewed by staff.

Clients authorise Advanced Psychology to charge their stored card for:

- Session fees
- Cancellation fees
- Additional prepaid services
- Reports
- School meeting time
- Travel fees
- Any service requiring booking

This is part of our prepaid service model.

4.7 AI-Assisted Tools

Advanced Psychology may use optional, secure AI-supported tools during telehealth or in documentation to improve:

- Accuracy of notes
- Organisation of clinical content
- Efficiency
- Clarity of communication

Important Details

- AI tools are used in a **supporting role**, not as a replacement for clinical judgment.
- Clients may **opt out at any time**.
- We use secure, privacy-compliant tools.
- AI systems do **not** store identifiable client data outside our secure environment.
- AI tools may assist with documentation or summarisation but do not make clinical decisions.

If you have concerns or questions about AI use, please discuss them with your clinician.

4.8 Your Rights Regarding Technology

You have the right to:

- Request an explanation of how digital/AI tools are used
- Opt out of AI-assisted tools at any time
- Request an alternative to telehealth if clinically appropriate
- Ask for audio, dyslexia-friendly, or large-print versions of this agreement
- Access your records (see Part 3)

We aim for transparency and accessibility across all digital methods.

★ PART 5 – FEES & PAYMENT TERMS

5.1 Overview

Advanced Psychology operates on a **transparent, prepaid model** to ensure fairness, efficiency, and clarity for all clients. This section outlines all fees, payment processes, and financial responsibilities.

All fees are reviewed annually and may be updated with notice.

5.2 Prepayment & Stored Card Policy

To confirm a booking, all clients must:

1. Complete their intake forms via Halaxy
2. Provide valid credit/debit card details
3. Authorise Advanced Psychology to charge the card for services

Important:

- No appointment can be confirmed without card details.

- First session fees may be charged before or latest **on the day**.
- All future appointments and additional services are prepaid.
- Stored card details cannot be viewed by staff (Halaxy encrypted vault).

If card details fail or are declined, booking approval may be withdrawn.

5.3 Fees for Therapy Sessions

Standard therapy sessions (typically 50 minutes) are billed at the clinician's private rate.

Fees must be paid **on the day of service**, and may be charged automatically to the stored card.

Extended sessions (longer than 50 minutes) incur additional fees.

5.4 Assessment Fees

Assessment fees include:

- Initial consultation
- Test administration
- Scoring
- Interpretation
- Written report
- Feedback session

Assessments are billed as **packages** where possible.

Assessment Payment Policy

All assessment components must be **paid in full before any report or results are released**.

This includes school reports, letters, feedback summaries, scoring printouts, and diagnostic outcomes.

5.5 Additional Fees (Non-Session Work)

Any task requiring clinician or administrative time is billable at the clinician's hourly rate.

This includes:

- Reports
- Letters
- Forms
- NDIS documentation
- Travel planning
- Teacher questionnaires review
- Case conferences
- School meetings
- Phone calls exceeding 10 minutes
- Emails requiring significant clinical input
- Treatment summaries
- Collateral information collection
- Preparation of documents
- File reviews for court/legal matters

All non-session work requires prepayment and will not be completed until payment is received.

5.6 School-Based Work & Travel Fees

Billable Time Includes:

- Travel time from our office to the school or workplace
- On-site observation
- Teacher meetings
- Student support planning
- Feedback to school staff
- Documentation
- Preparation and follow-up work

Billing Method

Travel and school-based time is billed:

- At the psychologist's hourly rate
- In 15-minute increments
- For the full duration of time booked, including travel
- Unless a discretionary discount has been arranged in writing

Clients must prepay for school-based work, including estimated travel time.

5.7 Reports & Documentation

Advanced Psychology provides:

- Diagnostic reports
- Educational assessments
- Mental health summaries
- Letters for GPs, paediatricians, schools
- Attendance confirmations
- Case summaries
- Treatment updates
- NDIS support letters (therapy goals only)

Report Release Policy

No report, letter, form, or document will be released until:

1. **Full payment is received, and**
2. **All required sessions, assessments, and questionnaires are completed**

This policy protects clinical accuracy and ensures fairness.

5.8 Medicare Rebates

Where Medicare rebates apply:

- You will receive a rebate after payment
 - Medicare rebates cannot be claimed before the session
 - Medicare does not cover assessments
 - Medicare does not cover report writing
 - A valid Mental Health Care Plan (MHCP) is required for rebates
- Rebate amounts may change according to government policies.

5.9 Private Health Insurance

Clients may be eligible for private health rebates depending on their insurer and level of cover.

Private health rebates:

- vary between insurers and policies
- may apply to therapy sessions
- **may** apply to some types of assessments (depending on the insurer)
- must be claimed directly by the client with their insurer
- cannot be guaranteed by Advanced Psychology

Some insurers provide rebates for assessments or reports, while others do not.

It is the client's responsibility to confirm their coverage directly with their insurer prior to booking.

Advanced Psychology cannot advise on, guarantee, or manage private health rebate eligibility.

5.10 Non-Attendance & Lateness

Late arrival does not extend the session time.

If a client arrives more than 15 minutes late, the psychologist may determine that the appointment cannot proceed.

Fees apply as per the cancellation policy.

5.11 Failed or Declined Payments

If a payment fails, clients will be notified by email or SMS.

Outstanding balances must be resolved before future sessions can proceed.

If payment issues continue, services may be paused or terminated.

5.12 Fee Transparency

We are committed to:

- Clear communication
- Written estimates for complex services
- Transparency in all financial matters
- Avoiding hidden fees

Clients may request clarification at any time.

★ PART 6 – CANCELLATION, NON-ATTENDANCE & LATENESS POLICY

6.1 Overview

Advanced Psychology operates on a high-demand booking system.

To provide fair access to all clients and ensure clinical stability, we must enforce clear cancellation standards.

By booking a session, clients agree to the cancellation terms below.

6.2 Therapy Sessions – 2 Business Days' Notice

To cancel or reschedule a therapy appointment with no fee:

✓ Clients must give **at least 2 full business days' notice**
(not including weekends or public holidays).

Example:

- Session on Wednesday → cancel by Monday morning.

If less than 2 business days' notice is given:

- The **full session fee** will be charged
 - The fee will be taken automatically from the stored card
 - No Medicare rebate applies for missed sessions
 - No exceptions unless approved by management in writing
-

6.3 Assessment Appointments – 5 Business Days' Notice

Assessment appointments require extensive preparation and testing time.

To cancel or reschedule without fee:

✓ **5 full business days' notice** is required.

If less than 5 business days' notice is given:

- The assessment deposit paid at the time of booking will be charged
- Future testing components may be paused until fees are settled
- Reports will not be released until all fees are paid

There are **no refunds** for unused components of prepaid assessment packages.

6.4 Non-Attendance (“No-Show”)

A no-show is defined as:

- Not attending the session
- Not joining a telehealth call within 10 minutes
- Arriving too late for the session to proceed
- Cancelling after the session start time

No-shows are charged the full fee.

Fees are taken automatically from the stored card.

6.5 Lateness

If a client arrives late:

- The session will still end at the scheduled time
- Full fees apply
- If more than 15 minutes late, the session may not be clinically appropriate to continue
- This is considered a late-cancellation or no-show and fees apply

6.6 Exceptional Circumstances

We understand that emergencies occur.

Exceptions to cancellation fees may be considered for:

- Hospitalisation
- Serious illness
- Medical emergencies
- Extreme circumstances

Supporting documents (e.g., medical certificate) may be required.

Exceptions are entirely at the discretion of management.

6.7 Prepaid Sessions

Because Advanced Psychology operates a **prepaid** model:

- Cancellations do not generate refunds
 - Prepaid funds may be held as credits for future sessions
 - Credits cannot be swapped for other services (e.g., therapy → assessments)
 - Credits expire 6 months after issue unless otherwise arranged
-

6.8 School-Based Cancellations

If school-based work is cancelled:

- ✓ Less than 2 business days' notice → **full fee applies**, including travel
- ✓ If the school refuses access on the day → **full fee applies**
- ✓ If the student is absent on the day → **full fee applies**

Because school-based work requires scheduling, travel planning, and blocked-off clinician time, it cannot be refunded.

6.9 Telehealth Contingencies

If technical issues occur:

- The psychologist may continue the session by phone
 - If connection fails repeatedly due to the **client's setup**, the session may not proceed and fees apply
 - If the issue is on the clinic's end, the session will be rebooked without charge
-

6.10 How to Cancel

Cancellations must be made via one of the following:

- Email to admin@advancedpsychology.net
- Phone call to (03) 7002 8006
- Halaxy online portal (if enabled)

Text messages and social media messages are not accepted for cancellations.

★ PART 7 – PROFESSIONAL BOUNDARIES

7.1 Overview

Professional boundaries keep therapy safe, ethical, and effective.

They protect both clients and clinicians and ensure that care is delivered within appropriate limits.

Advanced Psychology maintains **strict, ethical, and evidence-based boundaries** in line with the *Psychology Board of Australia Code of Conduct (2025)*.

These boundaries apply to all clients accessing our services.

7.2 No Clinical Support Outside Sessions

Psychologists cannot provide therapy or clinical guidance outside scheduled appointments.

This means:

- No therapy by text
- No therapy by email
- No therapy by phone (unless booked)
- No crisis support outside session
- No clinical conversations before or after appointments in waiting areas
- No “quick questions” containing clinical material

All clinical discussions must occur **within a scheduled session**.

This protects confidentiality, quality of care, and your clinical safety.

7.3 Social Media & Online Contact

To maintain clear professional boundaries:

- Clients may not add or follow their psychologist on social media
- Psychologists cannot accept friend requests
- Direct messages on Instagram, Facebook, WhatsApp, or other platforms will not be acknowledged
- Online comments or tagging therapists is not permitted
- Psychologists do not view or respond to content about clients posted online

Any attempt to initiate personal contact may result in service termination.

7.4 SMS / Messaging Rules

SMS is **strictly for administrative use** only.

Clients must not send:

- Clinical disclosures
- Emotional updates
- Crisis messages
- Session content
- Descriptions of difficult situations
- Voice messages
- Photos or videos relating to behaviour

Messages must be limited to:

- Running late
- Confirming appointment times
- Administrative clarifications

Clinical messages sent via SMS cannot be responded to.

7.5 Phone Calls

Phone calls are for **administrative purposes** only.

If a phone call with clinical content exceeds:

- **10 minutes**, or
- requires clinical judgment,
- or disrupts the clinical schedule,

...it must be booked as a session and will be charged at the clinician's hourly rate.

7.6 Email Boundaries

Emails may be used for:

- Admin communication
- Sending forms
- Report delivery
- School communication (with consent)
- Scheduling questions

Emails **must not** be used for:

- Detailed updates
- Emotional disclosures
- Therapy discussions
- Crisis communication
- Safety concerns
- Sharing major personal events

These belong in a therapy session.

If an email contains clinical material, it will be noted and addressed in session — not via email.

7.7 Psychologist Conduct

Psychologists at Advanced Psychology:

- Do not engage in dual relationships
- Do not provide personal social contact
- Do not accept gifts of high value
- Do not connect via personal phone numbers
- Do not attend personal events
- Do not meet outside session times
- Maintain confidentiality at all times

- Follow the Psychology Board of Australia Code of Conduct
- Seek supervision when needed

This ensures your care is safe, neutral, and effective.

7.8 Zero-Tolerance Policy

Advanced Psychology maintains a **zero-tolerance** stance toward:

- Aggression or threats
- Harassment
- Intimidation
- Abusive language
- Racism or discrimination
- Sexual comments or behaviour
- Boundary testing
- Manipulation
- Recording staff without consent
- Non-payment or payment harassment

The clinic reserves the right to end services immediately if safety or boundaries are violated.

7.9 Crisis & Emergency Situations

Advanced Psychology is **not** an emergency service.

If you are in crisis or immediate danger:

- Call **000**
- Attend your nearest hospital Emergency Department
- Contact Lifeline: 13 11 14
- Contact Parentline: 13 22 89
- Contact Suicide Call Back Service: 1300 659 467

Your psychologist will discuss safety planning in session where appropriate.

7.10 Ending or Pausing Services

Services may be ended or paused when:

- Boundaries are repeatedly crossed
- Fees are unpaid
- Communication becomes unsafe or inappropriate
- Therapy goals are completed
- The psychologist determines a different service is required
- The client requires a higher level of support
- There is a conflict of interest
- Clinical recommendations are not followed despite risk

Clients will be guided to appropriate referrals if clinically appropriate.

★ PART 8 – CLIENT RESPONSIBILITIES

8.1 Overview

Therapy works best when clients and psychologists work together.

This section explains what Advanced Psychology reasonably expects from clients to provide safe, effective, and respectful care.

8.2 Attending Appointments

Clients agree to:

- Attend all scheduled appointments on time
- Provide sufficient notice for cancellations (see Part 6)
- Ensure they can be contacted before sessions if required
- Provide updated contact information when changes occur

Failure to attend regularly may impact the continuity or suitability of care.

8.3 Engagement & Participation

Clients are encouraged to:

- Be open, honest, and collaborative
- Communicate concerns or preferences
- Be willing to participate in recommended interventions
- Complete home-based tasks where appropriate
- Bring any relevant documents or information to sessions
- Ask questions if unsure about any aspect of therapy

Engagement significantly improves therapeutic outcomes.

8.4 Providing Accurate Information

For therapy and assessments to be effective, clients must provide:

- Accurate medical and mental health history
- Relevant school or academic information
- Known diagnoses
- Medication information
- Reports from other providers (if available)
- Consistent updates about major changes

Withholding key information may affect the psychologist's ability to provide effective and safe care.

8.5 Respectful Behaviour

Advanced Psychology is a safe environment for all.

Clients must treat:

- Psychologists

- Administrative staff
- Other clients
- School partners
- External collaborators

...with respect at all times.

Disrespectful, aggressive, or inappropriate behaviour may result in termination of services (see Part 7).

8.6 Financial Responsibilities

Clients agree to:

- Ensure a valid stored card is active at all times
- Pay all fees at the time of service
- Prepay all assessment components
- Pay for travel and school-based work as required
- Pay for non-attendance fees as outlined
- Resolve failed payments promptly
- Services may be paused if fees remain outstanding.

8.7 Confidentiality of Others

Clients agree not to:

- Record sessions without consent
- Share information about group programs (if applicable)
- Discuss other clients seen in waiting rooms
- Bring unapproved persons into telehealth sessions

Confidentiality extends to everyone who interacts with the clinic.

8.8 Safe Telehealth Environment

For telehealth sessions, clients agree to:

- Attend from a private space
- Prevent children or others from interrupting unless relevant
- Avoid driving during sessions
- Not record or screen-capture sessions
- Maintain stable connection, where possible

If the environment is unsafe or inappropriate, the psychologist may end the session.

8.9 Sharing Concerns

Clients are encouraged to raise concerns with their psychologist or our administrative team.

We welcome questions, feedback, and open discussions about:

- Treatment goals
- Understanding assessments
- Session structure
- Communication preferences

- Cultural or sensory needs
- Accessibility tools (audio/dyslexia-friendly versions)

We aim to provide a safe, client-centred environment.

8.10 Commitment to Ethical and Safe Practice

By engaging with Advanced Psychology, clients agree to:

- Follow the clinic's policies and procedures
- Maintain appropriate boundaries
- Keep communications within agreed limits
- Notify us if their needs change
- Seek immediate help in emergencies (000 or hospital)

This ensures we can provide effective and responsible care.

★ PART 9 – FEEDBACK & COMPLAINTS

9.1 Overview

Advanced Psychology is committed to providing high-quality, respectful, and safe services.

We welcome feedback and aim to resolve concerns promptly, fairly, and professionally.

Clients have the right to express concerns without fear of discrimination or negative consequences.

9.2 Providing Feedback

Clients are encouraged to provide feedback directly to their psychologist or to our administrative team at any time.

Feedback may include:

- Suggestions for improvement
- Concerns about communication
- Questions about treatment
- Accessibility needs
- Cultural considerations
- Administrative issues

Feedback helps us improve and ensures our services remain client-centred.

9.3 Raising Concerns or Complaints

If you have a concern, you may raise it with:

1. Your psychologist

Most concerns can be resolved directly within the therapeutic relationship.

2. Our administration team

Email: admin@advancedpsychology.net

Phone: (03) 7002 8006

We aim to respond within a reasonable timeframe and address concerns respectfully and collaboratively.

9.4 If the Issue Involves Your Psychologist

If the concern relates to your psychologist and you prefer not to raise it directly, you may contact:

- The Administrator
- The Clinical Director
- The Customer Relations representative

We will support you with integrity and respect.

9.5 External Complaint Options

If you are not satisfied with the outcome of your internal complaint or prefer to speak with an external organisation, you may contact:

Australian Health Practitioner Regulation Agency (AHPRA)

For concerns about professional conduct.

www.ahpra.gov.au | 1300 419 495

Psychology Board of Australia

For concerns relating to ethical standards, safety, or conduct.

Health Complaints Commissioner (Victoria)

For concerns about service quality, fees, privacy, or communication.

www.hcc.vic.gov.au | 1300 582 113

Office of the Australian Information Commissioner (OAIC)

For privacy concerns.

www.oaic.gov.au | 1300 363 992

These organisations operate independently of Advanced Psychology.

9.6 Confidentiality and Fairness

All internal complaints will be handled:

- confidentially
- respectfully
- fairly
- without discrimination or disadvantage

You have the right to have a support person present during discussions if needed.

9.7 Behaviour That Is Not Accepted

Advanced Psychology cannot engage with:

- abusive or aggressive communication
- threats
- harassment

- repeated or excessive contact
- behaviour that endangers staff
- malicious or vexatious complaints

If communication becomes unsafe or inappropriate, the clinic may:

- restrict methods of communication
- cease services
- involve external authorities where required

This ensures the safety and wellbeing of staff and clients.

9.8 Our Commitment

We are committed to:

- listening
- supporting
- resolving concerns when possible
- improving our services
- following ethical and legal obligations
- maintaining a respectful and transparent environment

Your feedback is valued and appreciated.

★ PART 10 – CONSENT & SIGNATURE PAGE

CLIENT CONSENT & SERVICE AGREEMENT

Please read the key points summary before signing.

You may request:

- an audio version
- a dyslexia-friendly version
- a large-print version
- a verbal explanation during session

If you have any questions, please ask before signing.

I, the undersigned, confirm that I understand and agree to the following:

1. Services & Scope

I understand the nature and purpose of psychological services provided by Advanced Psychology, including therapy, assessments, consultation, telehealth, and school-based work.

I understand I can ask questions at any time.

2. Privacy

I understand how my personal information is collected, used, stored, and protected (as outlined in Part 3).

I understand confidentiality and its legal exceptions.

I understand I may request access to my records.

3. Technology & Communication

I understand the policies regarding telehealth, emails, SMS, and recordings.

I understand that clinical communication cannot occur by text, email, or social media.

4. Fees & Payments

I agree to the prepaid model and understand:

- I must store a valid card on Halaxy
 - Sessions may be charged on the day
 - Travel time, reports, school meetings, and additional services incur fees
 - Assessments must be fully paid before reports are released
 - All fees are clearly outlined in Part 5
-

5. Cancellation Policies

I understand:

- Therapy sessions require **2 business days' notice**
 - Assessments require **5 business days' notice**
 - No-shows or late cancellations incur the full fee
 - These charges are processed automatically
-

6. Professional Boundaries

I understand the strict boundaries required for safe and ethical care:

- No clinical support outside sessions
- No messaging for therapy
- No social media contact
- No recording sessions without written consent

I understand that inappropriate communication or boundary violations may result in services being paused or terminated.

7. My Responsibilities

I agree to:

- Attend sessions on time
 - Provide accurate information
 - Notify the clinic of changes
 - Participate respectfully
 - Maintain a safe environment (in person or via telehealth)
 - Seek emergency help from 000 or hospital when needed
-

8. Complaints

I understand I may provide feedback at any time and can escalate concerns internally or to external bodies such as AHPRA or the Health Complaints Commissioner.

9. Consent to Treatment

By signing below, I consent to receiving psychological services from Advanced Psychology in accordance with the policies outlined in this handbook.

I understand I may withdraw consent at any time.

SIGNATURES

Client Name: _____

Client Signature: _____ **Date:** ____ / ____ / ____

Parent/Guardian (if applicable): _____

Relationship: _____

Signature: _____ **Date:** ____ / ____ / ____

ADVANCED PSYCHOLOGY — KEY POINTS SUMMARY

Please read this page before your first appointment
(You can request an audio or dyslexia-friendly version.)

1. Privacy & Confidentiality

- Everything you say is private.
 - We only share information if you give consent, *unless* there is risk of harm or the law requires it.
-

2. Fees & Payments

- All sessions and services are prepaid.
 - You must store a valid card on Halaxy.
 - Travel, school visits, reports, letters, and forms have extra fees.
 - Assessment reports are only released after full payment.
-

3. Cancellation Policy

- **Therapy:** 2 business days' notice.
 - **Assessments:** 5 business days' notice.
 - Late cancellation or no-show = full fee charged automatically.
-

4. Communication Rules

- SMS and email are **admin only**.
 - No clinical support by text, email, or social media.
 - No recording sessions without written consent.
-

5. Telehealth

- Attend from a private place.
 - No recording allowed.
 - If your connection fails repeatedly, fees may still apply.
-

6. Boundaries

- No social media contact.
 - No after-hours clinical messages.
 - No WhatsApp/Instagram/Messenger communication.
-

7. Emergencies

Advanced Psychology is not an emergency service.
If you are in danger or crisis, call **000** or go to the nearest hospital.

8. Your Rights

- You may ask questions at any time.
 - You can request alternative formats:
audio, dyslexia-friendly, large print, or verbal explanation.
-

9. Consent

By signing the consent form, you agree to the full handbook and the policies above.