



PRIVACY POLICY

Psychological Service

As part of providing a psychological service to you, Mind Connect Psychology Pty Ltd will need to collect and record personal information from you that is relevant to your current situation. The information is gathered as part of the assessment, diagnosis and treatment that is conducted. You do not have to give all your personal information, but if you don't, this may mean the psychological service may not be able to be provided to you.

Purpose of collecting and holding Information

The information is gathered as part of the assessment, diagnosis and treatment of the client's condition, and is seen only by the psychologist. The information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service.

Access to Client Information

At any stage you, as a client, are entitled access to the information about you kept on file, unless the relevant legislation provides otherwise. The psychologist may discuss with you appropriate forms of access.

Confidentiality

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential and secure except where:

1. It is subpoenaed by a court; or
2. Failure to disclose the information would place you or another person at serious and imminent risk; or
3. Your prior approval has been obtained to:
 - a) provide a written report to another professional or agency. eg. a GP or a lawyer; or
 - b) discuss the material with another person, eg. a parent or employer; or if disclosure is otherwise required or authorised by law.

CANCELLATION POLICY

Fees

The cost of a 50 minute individual consultation is as per website page *Fees and FAQs*. The fee is payable at the end of the session by EFTPOS. Fees may change at any time with notice - please refer to the website for current fees. On the spot claims for Medicare or HICAPS rebates are available upon full payment.

Cancellation Policy

If for some reason, you need to cancel or postpone an appointment, please provide at least 48 hours' notice. Cancellations made within 48 hours of your scheduled appointment or "no-shows" will incur a fee (50% session fee). This fee does not attract a Medicare rebate.