

Service Agreement and Practice Policies

Please take the time to read through the service agreement and practice policies. These outline the boundaries maintained within the client-therapist relationship to ensure it remains safe, respectful, and mutually beneficial. The information provided is designed to support your informed consent, help you understand the rationale behind practice policies, and reduce the likelihood of disappointment or unexpected situations. Topics covered include privacy and confidentiality, late or frequent cancellations, unpaid sessions, and additional fees.

While every effort will be made to remind you of relevant aspects of the agreement when necessary or appropriate, **it is ultimately your responsibility to remain familiar with its contents**. The client service agreement is freely accessible at www.chelseanorthcott.com for your reference at any time.

Your Privacy

In accordance with the Australian Psychology Association Code of Ethics, your personal information will be kept confidential and private and used solely by your practitioner for the purposes of psychological services.

There are three instances in which part of your information may be disclosed:

1. Failure to disclose information would place you or another person at risk of harm.
2. Court order: your practitioner must release information if a Court Order is issued compelling them to do so.
3. If you provide consent for certain aspects of your information to be communicated with a third-party involved in your care (e.g., your GP, psychiatrist, a support person, etc.). Note that you may withdraw this consent at any time without explanation or prejudice.

Your practitioner participates in regular professional supervision with a board-approved clinical psychologist to support their ongoing professional development. Please note that, to maintain a high standard of care, some information from your sessions may be discussed during supervision. This will be done in a way that respects your confidentiality.

The Use of Admin Support and Your Privacy

This practice utilises a virtual administration service to perform secretarial tasks such as appointment scheduling, invoicing, and responding to enquiries. For reception to perform these administrative duties, limited personal information will be made available to them. This

is standard practice for private psychology clinics that operate with reception support.

The information accessible to admin support staff may include:

- Full name, date of birth, and address
- Contact details (mobile number and email address)
- Emergency contact details
- Medicare card number
- GP referral information (referral date, referring GP name, and number of sessions)
- Invoices

Reception will only access this information when required to complete an administrative task.

No clinical information (such as session notes) will be shared with administrative staff.

Payment Policy

This practice utilises automated payments which are processed using your nominated credit or debit card on the morning after each appointment. There is no additional cost associated with this.

Please note that this does not apply to Plan Managed NDIS clients.

Unpaid Invoices

If there is an outstanding balance on your account, future appointments may be placed on hold until the balance is settled. This is in order to avoid potential accumulation of debt.

Medicare Rebates

There are three Medicare initiatives under which psychology services can be provided:

1. **Mental Health Care Plan** – Provides between 6 and 10 rebated sessions per calendar year. Regular GP reviews are required.
2. **Eating Disorder Treatment Plan** – Provides between 10 and 40 rebated sessions per calendar year. Regular GP reviews are required, as well as at least one psychiatry review before the 21st session.
3. **Enhanced primary care plan** – Provides up to 5 rebated sessions per calendar year.

Please speak with your GP to confirm your eligibility.

If you wish to claim a Medicare rebate for your initial session, you will need to have your care plan in place before your first appointment. You can either bring a copy to your session or email it through beforehand.

Private Health Fund Rebates

Depending on your private health fund, you may be eligible to claim a rebate for psychology sessions.

Please note that you cannot claim both a Medicare rebate and a private health fund rebate for the same session.

As rebate amounts and eligibility vary between health funds and levels of cover, please contact your private health provider directly to confirm the details of your entitlements.

Cancellations

Late Cancellations (less than 24 hours notice)

A minimum of 24 hours' notice is required to cancel or reschedule an appointment. **If less than 24 hours' notice is provided, or if you do not attend your appointment, the full session fee will apply.**

To avoid potential misunderstanding, please ensure that your message or email clearly states your intention to **cancel** or **reschedule** your appointment.

Please note that cancellation and non-attendance fees cannot be claimed through Medicare or private health insurance.

If late cancellations or missed appointments occur frequently, it may be necessary to pause or end services.

Frequent Cancellations

Frequent cancellations, even with more than 24 hours' notice, can make it difficult to maintain continuity in therapy. If this occurs regularly, we may need to discuss whether it's the right time to continue sessions, or whether it would be more appropriate to pause or end services.

Termination of Psychological Services

In accordance with the *Australian Psychological Society Code of Ethics*, the provision of psychological services may be terminated in the following circumstances:

- It becomes reasonably clear that the client is not benefiting from the services provided.
- The client's clinical needs exceed the practitioner's professional expertise or the scope of a private practice setting (e.g., where a higher level of care or specific therapeutic intervention is required).
- The practitioner experiences illness or injury that impairs their ability to provide competent psychological services.
- Session fees remain unpaid despite appropriate reminders.
- There are frequent late cancellations or non-attendances.
- There are frequent cancellations (even with more than 24 hours' notice) interfere with therapeutic progress and/or indicate therapy may not be a current priority.
- Instances of harassment or physical intimidation by the client towards the practitioner.
- Non-attendance of therapy sessions for a period exceeding three months.

Clients who have not attended therapy for three months or longer are generally **not contacted prior to file closure**. This approach helps to avoid causing unintended pressure or disruption and recognises that clients may prefer to re-engage with therapy on their own terms. It also helps to manage administrative workload appropriately.

Clients whose files have been closed in this manner are always welcome to return to therapy in the future, though a wait period may apply until an appointment becomes available.

Client Agreement

I confirm that I have read, understood and agree to the information in this form.

To be signed by the client:

Full Name:

Date:

Signature:

To be signed by parent/caregiver if the client is under 18 years of age:

Full Name:

Date:

Signature:



Note Taker — Client Consent

To support better focus on your care during sessions, clinicians at our practice use NovoNote, an AI tool that assists with taking session notes. Please read the information below before giving consent.

Purpose

The AI note taker lets us focus more on communication and your care during sessions, rather than on manual note-taking.

What is recorded and saved

The audio of your session is cached transiently and deleted immediately after a successful transcription. If a transcription does not complete, the audio is held securely until the note can be recovered. NovoNote converts the audio into a transcript, which is used to create a session summary. Your clinician reviews and edits the summary, which is saved as part of your file.

What happens to the transcript: Your clinician will decide, using their clinical judgement and record-keeping obligations, whether the transcript is deleted once the summary is created or kept securely as part of your record to support your ongoing care.

Privacy and security

- Identifiable details are redacted before processing, so the underlying AI models never receive personally identifiable information.
- Your data is never used to train AI models.
- Data is encrypted in transit (TLS 1.2+) and at rest (AES-256), stored on secure servers in Australia, and independently certified to ISO 27001 and SOC 2 Type II.
- NovoNote complies with HIPAA standards, AHPRA and the Australian Privacy Principles.

Period of consent

This consent is provided for the period below and is reviewed if the terms of the service change. You can withdraw your consent at any time, and doing so will not affect the quality of your care.

Consent is valid until: _____ / _____ / _____ (leave blank if ongoing)

I have read and understood this form and the information provided to me. I consent to the audio of my session being processed into a transcript for the purpose of creating session summaries, and to the handling of the transcript as described above.

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Name: _____

Signature: _____

Date: ____ / ____ / ____