



## **Consent Form 2026**

Thank you for scheduling an appointment with Inner Work Psychology. This document provides important information about the services you will receive at Inner Work Psychology, including our approach to treatment, our business practices, fees, and other information relating to confidentiality. Please read through these and indicate as accepted by signing below. If you have any questions, please do let us know.

### **Nature of Services**

All practitioners at Inner Work Psychology are fully qualified and registered psychologists. We use a combination of contemporary evidence-based treatments including Cognitive Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), Eye Movement Desensitisation Reprocessing (EMDR), attachment-based frameworks, and Dialectical Behaviour Therapy (DBT). Prior to commencing treatment your practitioner will discuss their proposed treatment approach with you and ensure you understand the rationale for the approach, including any identified risks.

Inner Work Psychology is a private provider of psychological services. Treatment is provided via prearranged, scheduled appointments. Practitioners have limited availability for contact outside of scheduled appointments. Practitioners may not have an opportunity to respond to between session contact prior to your next appointment, so this should not be relied upon for emergency matters. For emergency matters please contact the appropriate agencies using the details below.

Inner Work Psychology practitioners will only provide services that are within their professional capabilities, competence and role as a private provider of psychological services. If treatment needs are identified that are outside of this scope your practitioner will endeavour to assist you identify alternative suitable providers.

### **Consent for Service**

Your consent is required for us to provide a psychological service. Your psychologist 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 or treatment, we 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.

## Purpose of collecting and holding information

Your personal information is gathered as part of your assessment and treatment. Your information will be confidentially retained to document what happens during sessions and enable the psychologist to provide a relevant and informed psychological service to you.

At times, with your consent we may also gather information from others to help to inform the psychological service. That information is treated in the same way as your personal information.

## Information Storage

We will create and keep a Health Record for you which will record all relevant information relating to the treatment provided to you. We may also collect and store health information about you from third parties such as your doctor. Health records are legally required to be stored for a number of years following the conclusion of your treatment with us.

Your information is stored securely. It is only accessed by your psychologist and as required, by authorised staff and personnel engaged by the practice, in accordance with the practice's applicable policies and procedures (copies of which may be viewed at <https://www.innerworkpsychology.net.au>). Your information is stored using a secure electronic system (Zanda) that adheres to Australian Privacy laws.

A more detailed description is provided in the practices "Privacy Policy" which can be viewed on the website <https://www.innerworkpsychology.net.au>. If you have concerns that the information recorded is not correct, please discuss your concerns with our administration staff or your psychologist.

## 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, we may not be able to provide the psychological service to you. Please discuss any concerns you have with your psychologist.

### 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, which are outlined in the relevant legislation or policies. If you would like to access your information, please discuss it with us or you can request in writing.

### Confidentiality of information

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

- Sharing information with a family member, guardian or carer.
- Discussing with others, such as your GP, employer, or any agencies which may be paying for your attendance.
- Providing a written report regarding your assessment or treatment to another professional or agency, such as your GP, lawyer or insurance company.
- Disclosing 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. The same applies for the purposes of teaching.

### Exceptions to confidentiality

There are times when your psychologist 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.
- 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.

## Provision of a Telehealth Service

Where appropriate the service may be provided by telephone or videoconferencing. You are responsible for the costs associated with setting up the technology needed so you can access Telehealth services. Your psychologist 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 consultations you will need access to a quiet, private space, and the appropriate device (smartphone, tablet, 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 this practice uses Zoom (via Zanda) using individual client meeting rooms which is compliant with the Australian standards for online security and encryption.

Please do not record video or audio sessions without your psychologist's consent. Making recordings can quickly and easily compromise your privacy, and should be done so with great care. Your practitioner may request your consent to record video or audio for them to use as part of their supervision.

## Use of AI-Assisted Tools

Your practitioner uses Zanda AI-powered scribing tool to help document your healthcare sessions more accurately and efficiently. This tool works in real-time and does not store or train AI Models on any of your personal data.

No audio recordings are made, and all transcripts and session notes are securely encrypted in the Zanda platform. Zanda uses trusted, secure AI technologies with safeguards in place to protect your privacy in accordance with health data privacy regulations.

## Fees

The standard fee for a 50-minute consultation is \$250. You are responsible for paying at the time of your session unless prior arrangements have been made. Payment must be made by card or bank transfer. You can pay at the end of your session using your bank card. Your card details can be saved securely on our system. Or you can make payments directly into the nominated bank account, this will need to be done before your session. Medicare rebates will not be processed until payment for the service has been received.

Under the Medicare scheme, if you have a mental health care plan from your GP, you are eligible for 6 individual psychology sessions. After a review by your referring GP,

you may be eligible for a further 4 sessions. A Medicare Mental Health Care Plan provides rebates for up to 10 individual psychological sessions per calendar year (January 1st - December 31st).

If you have a mental health care plan, your Medicare rebate will be processed for you on the day of your appointment, and your refund should appear in your nominated bank account within 1-2 business days.

In addition to scheduled appointments our practice will charge for other professional services that you may require such as report writing, telephone conversations that last longer than 15 minutes, attendance at meetings or consultations which you have requested, or the time required to perform any other service which you may request of your practitioner. These services will be charged at the standard hourly rate in 15-minute intervals. This will be discussed with you prior to being charged.

Some psychological assessments may be available to you, and would be discussed as appropriate, in relation to your treatment plan. Assessment costs can vary, however often will involve additional charges for the cost of assessment tools, report writing time and additional information gathering time. This will be discussed with you prior to any confirmation of assessment. Most assessments are not included under the Medicare rebate scheme and therefore will be an out-of-pocket cost.

### Cancellation policy

We have a strict cancellation policy. If you need to cancel or reschedule your appointment we require that you please provide at least 24-48 hours notice. There is a cancellation fee of \$125 if appointments are cancelled within 48 hours of the appointment time. The full session fee will be charged if less than 24-hours notice is provided and for non-attendance. This fee will need to be settled before any future appointments can be scheduled. If 3 consecutive appointments are cancelled by a client, their services will be discontinued. It is important to note that Third Party funders do not pay late cancellation or missed appointment fees. These are your responsibility even if your treatment is normally funded by a Third Party.

If you are late for an appointment your session may be less than 50 minutes in duration. Please note you will need to pay the full amount in these circumstances; however, your insurance rebate (if any) may be reduced.

Please note that Inner Work Psychology uses debt collection services for unpaid invoices, and you will be responsible for paying any additional costs incurred for eliciting a debt collection service.

### Appointment Reminders

SMS reminders of appointments are sent to clients 1 day prior to appointments. Reminders are a courtesy service and should not be solely relied upon. Normally appointments are booked well in advance to reserve particular days and times, therefore it is your responsibility to be aware of your appointments and to attend or provide notice of cancellations. Failure to attend appointments due to not receiving a reminder, will be charged according to our cancellation policy.

### How to make a complaint

If you have any concerns about your contact with our clinic, please discuss these with your psychologist, if you are able. If you would like to make a complaint, you are able to do so by contacting us either in writing at [kirstiemachen@innerworkpsych.com.au](mailto:kirstiemachen@innerworkpsych.com.au) or by calling 0492 972 977.

### Period of consent

This consent is provided for a 3-year time period. Consent will also be reviewed as required should the terms of the service change.

Consent is valid for three years from date of signing or as deemed appropriate by your practitioner.

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

### Emergency Services and Supports

Inner Work Psychology is not an emergency service. We are not able to respond to urgent, or emergency matters and our communication channels (phone, SMS, & email) are not monitored outside of standard business hours.

For urgent concerns relating to mental health or other emergencies please contact the appropriate emergency services:

Police, Fire, Ambulance (Emergency): 000

Lifeline: 13 11 14

Beyond Blue: 1300 224 636



I have read and understand the contents of this consent form and the information provided to me during the consent process. I agree and consent to the above conditions for the psychological service provided.

Signature

Date