



GROWING YEARS
psychology

BETHANY CARTER

psychologist

Registration AHPRA: PSY0002552817
www.growingyearspsychology.au
hello.growingyears@outlook.com
North East Children's Clinic
Medicare Provider No. 1691351K
ABN: 40896461150

GROWING YEARS PSYCHOLOGY ASSESSMENT INFORMED CONSENT AGREEMENT

This informed consent agreement outlines the guidelines and confidentiality for therapeutic psychological services at Growing Years Psychology.

A therapeutic psychological appointment at Growing Years Psychology will not be scheduled or commence until informed consent agreement is appropriately signed.

Growing Years Psychology is not a mental health crisis service.

Psychological Assessment Services

Growing Years Psychology offers school aged children and young people psychological assessment services. These services include and not limited to, assessment sessions with the child, parent/caregiver appointments, providing questionnaires to complete, report writing, feedback sessions, appointments with key stakeholders (e.g. school, health professional) and letter services. Please note, Growing Years Psychology does not provide reports for courts, including Family Court Australia.

Assessments require specific tools and materials to appropriately administer the assessment to your child, including the use of Apple iPads. The Apple iPads are programmed specifically to administer some assessments and/or parts of an assessment. The psychologist will discuss respectful use of assessment materials with your child. However, in the event that assessment tools and materials are damaged in the use of your child, by signing this form you agree to cover the associated costs of the damaged tools and materials.

Growing Years Psychology aims to provide a feedback session and assessment report within 4 weeks of completing/receiving the final assessment session or questionnaire. If this will not occur within 4 weeks for a particular reason, this will be communicated with you.

Growing Years Psychology aims to provide a service to clients for most referrals. However, there may be some individual cases or circumstances that are outside of the psychologist's scope of practice. If these times arise, the psychologist will communicate with the client's family and assist with a transfer of referral.

If Psychologists at Growing Years Psychology are completing an assessment for a younger child who has not commenced formal schooling, then an observation in a Kindergarten or community setting is required.



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Informed Consent - Young People

If a young person is deemed by the psychologist as being capable of giving informed consent, the young person is entitled to engage and consent to receive, continue or terminate psychological services and to express wishes as to who may or may not receive any of their confidential information. These young people are invited to co-sign the informed consent agreement. In cases where the young person is not capable of giving informed consent, psychologists may only provide psychological services with the consent of the young person's parent/caregiver.

Separated Parents and Legal Guardians

It is the parents' obligation to advise Growing Years Psychology's psychologist of the current family situation accurately and honestly, including the scope of engagement the other parent will have during the assessment process.

It is the expectation that separated parents work together, respectfully, cooperatively and communicate effectively, to support the assessment process and the care of the child. Where both parents are present in the child's life, it is best practice for the psychologist to gather information from both parents for the assessment.

Growing Years Psychology generally requires the consent of both parents before commencing with an assessment of your child*

*There may be certain circumstances where both parents' consent is not required. Some examples may include, the other parent is deceased, lives overseas and is non-contactable, or has never been present in the child's life. These will be assessed on a case by case basis. Please note that both parents consenting to the assessment is not necessarily a legal requirement but due to the often-complex nature of supporting separated families, it is our practices' policy.

It is the parents' obligation to provide the psychologist a copy of any relevant legal documents or court orders, if in place. These need to be provided prior to the initial appointment session.

Regardless of which parent is the primary carer, or has engaged with Growing Years Psychology services, either parent or legal guardian can**

- Schedule an appointment with the psychologist
- Request copies of notes and assessment report(s)
- If an appointment is made by one parent, it is the responsibility of this parent to inform the other parent, invite them to attend, and provide feedback to them.



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**Unless there is a court order specifically restricting their involvement in their child's care. If this is the case, please ensure to provide appropriate court orders prior to the initial appointment.

Assessment reports will be sent to the parent or legal guardian who has engaged our services and attends the appointment(s). It is the responsibility of that parent to forward to the other parent.

The assessment cost includes one feedback session. Both parents and legal guardians are welcome to attend. Additional feedback session can be scheduled at an additional cost of \$210 for the other parent. The psychologist will provide copies of the report to each parent, if specifically requested.

Payment for the assessment must be made as per the assessment payment schedule. It is the parent's responsibility to ascertain who will be attending the appointment and making the payment(s). Growing Years Psychology does not currently do split payments. Growing Years Psychology can collect and securely store both parents' credit or debit card details.

Where there is significant conflict, Growing Years Psychology reserves the right to request the court orders, obtain signed consent from both parents, or halt the services until dispute has been resolved. If necessary, Growing Years Psychology may discharge a family or client from the service if the conflict is disruptive to the clinic or impedes the care of the child.

Growing Years Psychology does not take referrals where the purpose of the assessment is to generate information for legal decision making around custody issues of parental separation.

Collection and Retention of Information

As part of providing an informed psychological service to your child, the psychologist will need to collect and record personal and health information that is relevant to your child's current situation. This information includes and is not limited to, child and family names, contact and payment information, family information, health and medical information, relevant background and developmental information, school and education information, and other relevant information. Collection of personal and health information is a necessary part of the psychological service. Personal and health information is gathered as part of assessment and therapeutic care of your child. If you do not wish for personal and health information to be collected in a way anticipated by this consent form, Growing Year Psychology psychologists may not be in a position to provide the psychological service.



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Psychologists at Growing Years Psychology may utilise an automated tool designed to assist with taking session notes, called NovoNote, with your child or in parent/carer sessions. NovoNote complies with Australian Privacy Principles and is compliant with AHPRA standards. It adheres to industry encryption and security protocols. NovoNote operates on a secure Australian server where data does not contribute to training AI models. The audio recording of the session is not saved and the transcription of the session will be deleted, not contributing to the client file. The psychologist will obtain consent prior to commencement of any audio recording.

Due to the nature of some neurodevelopmental assessments, such as autism assessments, Psychologists will video record the observational assessment session. This video recording will be deleted after review and will not contribute towards the client file.

Privacy

Growing Years Psychology is bound by the legal requirements of the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). The psychologists have a responsibility to maintain the privacy of personal, health and related financial information.

Active and inactive client records are held and kept securely within an encrypted, cloud-based storage system with medical grade security which is only accessible to the psychologist. Growing Years Psychology is required to keep records for 7 years after a child turns 18 years of age. Growing Years Psychology is considered paperless and has systems in place to protect the privacy, security, quality and integrity of the personal and health information held electronically.

Requests for access and correction to client information

Clients have the right to access their personal health information. This principle obliges health practices and other parties that hold health information about a person to grant access to their information on request, subject to certain exceptions and payment of fees.

Growing Years Psychology respects each client's privacy, and allows access to information via personal viewing in a secure private area. The client may take notes about the content of their record, or may be given a photocopy of the requested information. The psychologist may explain the contents of the record to the client if required. An administrative charge may be applied, at the psychologist's discretion. Where a young person is capable of making their own decisions regarding their privacy, they should be allowed to do so, each case is dealt with subject to the individual's circumstances. A parent/caregiver will not necessarily have the right to their child's information. Information will only be released according to privacy laws and at the psychologist's discretion. Requested records are reviewed by the psychologist prior to their release and written



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approval must be obtained. Clients must complete a Request to Access Personal Information Form.

When Growing Years Psychology clients request access to their records and related personal information, the procedure is as follows:

- Request to Access Personal Information Form is provided to the client to complete
- Document each request in the client's health record
- Assist clients in granting access where possible and according to privacy laws
- Exemptions to access will be noted
- Each client or legally nominated representative will have their identification checked prior to access being granted

A client may ask to have their personal health information amended if they consider that it is not up to date, accurate or complete. Growing Years Psychology always attempts to correct this information. Corrections are attached to the original health record. Where there is a disagreement about whether the information is indeed correct, Growing Years Psychology attaches a statement to the original record outlining the client's claims.

Confidentiality and its Limitations

Psychologists are bound by the Psychology Board of Australia's Code of Conduct.

All client information gathered by the psychologists at Growing Years Psychology during the provision of the psychological service will remain confidential except when:

- Information relating to potential child abuse or neglect, which must be reported due Mandatory Reporting requirements
- A court subpoena (officially requested) or other disclosure is required or authorised by law
- Failure to disclose the information would place your child, or another person at risk of harm
- Prior approval has been obtained to provide or receive information from another professional or agency, such as your child's school, GP, paediatrician, legal representative or relevant government department.
- Clinical consultation with another psychologist is required to provide better services. If this occurs, identifying details will remain confidential.



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Cancellation and Non-attendance

If a scheduled appointment needs to be changed or cancelled, please ensure this is communicated at your earliest convenience as cancellation fees apply. To change or cancel an appointment, call, SMS or email Growing Years Psychology.

A reminder will be sent in the week (7 days) prior to the scheduled assessment appointment to help avoid cancellation fees and non-attendance.

Please see cancellation and non-attendance fees below:

- More than one week (7 days) notice to cancel appointment session = no fee
- Between 7 and 4 days notice to cancel appointment session = 20% of total assessment cost
- Less than 4 days notice to cancel appointment session = 25% of total assessment cost
- Non-attendance of appointment session = 30% of total assessment cost
- More than two weeks (14 days) notice to full cancel assessment service = no fee
- Between 14 and 7 days notice to full cancel assessment service = 30% of total assessment cost
- Less than 7 days notice to full cancel assessment service = 40% of total assessment cost
- Non-attendance = 40% of total assessment cost

*Please note some third party payment or private health insurance rebates are not applicable to cancellation fees.

Growing Years Psychology recognises that unexpected emergencies occur. If the psychologist deems the cancellation or non-attendance to be a valid reason, such as an emergency or unforeseen circumstance, then the client will have the cancellation fee waived. Please note, these occasions will be recorded and each client will have one opportunity to have the fee waived. Thereafter a cancellation fee of the number of hours of the scheduled appointment at current face-to-face rate will apply if deemed a valid reason and must be paid before rescheduling.

For Growing Years Psychology to best provide an assessment service, the client needs to arrive within the duration below of the scheduled appointment time or the appointment will be cancelled and non-attendance fees apply:

- 30 minute appointment = arrive within 10 minutes
- 60 minute appointment = arrive within 20 minutes



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- 60+ minute appointment = arrive within 30 minutes

Cancellation and non-attendance fees will be charged to the provided credit or debit card. If payment cannot be made, it will need to be paid before the next scheduled appointment.

If cancellation is due to the Psychologist, then no cancellation fees apply and will reschedule the appointment as soon as practical.

Payment

Growing Years Psychology will collect and securely store payment details. This includes providing a credit or debit card when completing client intake information. Please ensure sufficient funds are in the provided card account.

Depending on the assessment and the number of appointments required, the total cost will be divided equally between the number of sessions. This cost will be the minimum cost required to pay at each appointment. At each appointment, the payment instalment will be payable at this time. The assessment report will not be given or released until full payment has been made. The report is the property of Growing Years Psychology until full payment has been made. Please see Growing Years Psychology Fees and Rebates for costs relating to assessment services.

Growing Years Psychology is open to negotiating payment instalments if required.

Where the credit or debit card fails to process the payment, the client will be sent an email to notify of the unsuccessful transaction and the issue will need to be resolved within 7 days. Where the provision of service remains unpaid for more than 7 days, the client will receive an email to rectify the outstanding balance and the next appointment will be cancelled until the outstanding balance has been paid. Where a client does not take necessary action to pay the outstanding balance, an email will be sent notifying of the suspension of services and debt collection proceedings will commence.

If the outlined sessions require more than the proposed sessions, then this will be an extra cost at the current price per face-to-face fee. Extra sessions may be due to many reasons including fatigue, attention, sickness, engagement etc.

If using NDIS funding or Third Party to pay for assessment services through Growing Years Psychology, then full assessment payment will be collected on initial assessment appointment.



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Benefits and Risks of Psychological Assessment

The primary benefits of a psychological assessment can include diagnostic clarification, appropriate treatment recommendations, a written report to facilitate services and support in the community or at school, and insight into the nature of a child's strengths and challenges. Although most individuals have a positive experience during the assessment process, there are some risks. The client may experience discomfort (frustration, anxiety, embarrassment, etc.). Also, it is possible that the assessment will not answer all questions or obtain desired diagnosis, and further evaluation/assessment may be needed. While the assessment and treatment recommendations are based on best practices, you or others may not agree with the conclusions based on Growing Years Psychology psychologists' professional judgement. It is your decision whether to follow the recommendations provided.

Contact outside of appointment times

Contact outside of appointment times should be with the intention of appointment processes relating to the assessment service, including and not limited to scheduling appointments, changes to appointment or cancellations, and discussing appointment processes.

There may be occasions when you need to consult with the psychologist outside of appointment times. There is no guarantee that contact outside of appointment times can always occur. If emergency contact does occur by telephone or an email response when necessary, a fee for service for every 10 minutes will attract the scheduled fee, pro rata.

Consent to Share Information

Psychological assessments often require information to be provided from key stakeholders to ensure an informed and comprehensive assessment. Therefore, Growing Years Psychology is often required to contact key stakeholders who are involved with your child.

By signing this informed consent form, you consent for Growing Years Psychology psychologists to contact named key stakeholders in relation to the psychological assessment.

If key stakeholders are not provided, then psychologists may not be in a position to provide an informed and appropriate psychological assessment service to your child.

Please provide a list of key stakeholders (e.g. school, paediatrician, general practitioner, allied health professional, community services etc) along with contact name and contact details.



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Telehealth

In consultation with the psychologist, telehealth may be offered to the parents/caregivers for the initial parent/caregiver appointment and feedback session. Other requests for telehealth will need to be discussed and agreed by the psychologist.

Suspension and Termination of Services

Any client is free to withdraw from assessment services at Growing Years Psychology anytime without penalty alongside cancellation fees. A discussion is encouraged with the psychologist at these times.

If a client does not attend three scheduled sessions in a row without a valid reason or rescheduling, Growing Years Psychology may determine that it is not the right time for the client to engage in assessment services and cancel future appointments.

Declaration

I have read and accept the outlined agreement

Is there any current family or court orders in place?

Is there any current legal proceedings?

I understand that this consent is considered valid while these services continue to be delivered

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