



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 THERAPEUTIC SERVICE 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 Therapeutic Services

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

At the commencement of a new referral, an initial parent/caregiver appointment with the psychologist is compulsory prior to the psychologist providing a therapeutic service to your child. In consultation with the psychologist, the parent/caregiver may invite their child to the initial parent/caregiver appointment.

*If referral is under the Medicare Better Access initiative (mental health referral from medical professional) or Mental Health Treatment Plan, Medicare allows for up to two sessions with the child's family and parent/carers as part of your child's treatment. Additionally, letters to referring GP, Paediatrician or Psychiatrist that update and outline treatment under the valid referral are inclusive in the therapeutic service.

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.

*Please note Bethany does not see the following presentations:

- Eating Disorders e.g anorexia or bulimia
- Personality Disorders e.g borderline personality
- Psychosis
- Significant risk or suicidal ideation



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Due to appointment availability, Growing Years Psychology will operate on a first in, first served basis for appointments.

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. Psychologists may provide psychological services to a young person without parent/caregiver consent provided that the psychologist is satisfied that the young person has the capacity to give informed consent. In cases where fees are charged for the service, a young person's entitlement may also be subject to the young person's capacity to pay the fees. Depending on the circumstances, and if appropriate, a psychologist may encourage the young person to discuss the matter with their parent/carer. 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 therapeutic process.

It is the expectation that separated parents work together, respectfully, cooperatively and communicate effectively, to support the therapeutic 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 about the child's presenting concern.

Growing Years Psychology generally requires the consent of both parents before commencing with therapeutic sessions with 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 service is not necessarily a legal requirement but due to the often-complex nature of supporting separated families, it is our practices' policy.



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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 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.

**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.

Payment for each therapeutic session will be taken on the day of the appointment as per payment agreement below. It is the parent's responsibility to ascertain who will be making the payment(s) and to communicate this with the psychologist. 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.

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 the 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.

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. 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 will not necessarily have the right to their child's information.

Requests for access and correction of 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 APS Code of Ethics including confidentiality as adopted by the Psychology Board of Australia.

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 and consent 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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A certain level of confidentiality is required between your child and the psychologist in order to build rapport and trust. This level of confidentiality supports therapeutic outcomes and needs to be respected. Depending on the age and maturity of your child, the level of confidentiality and what is shared will vary. In all cases, the psychologist will practise within the Code of Ethics and determine what is best for your child's safety and well-being. The psychologist will inform parents/caregivers about information that is important for them to know, including when your child is at risk, therapeutic goals and general progress. The psychologist will always encourage your child to share with the parent/carer about the therapeutic sessions.

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 reminders will be sent 74 hours prior to the scheduled appointment to help avoid cancellation fees and non-attendance.

Please see cancellation and non-attendance fees below:

- More than 72 hours notice = no fee
- Between 48 and 72 hours notice = 25% of appointment fee
- Between 24 and 48 hours notice = 50% of appointment fee
- Less than 24 hour notice = 100% of appointment fee
- Non-attendance = 100% of appointment fee

*Please note that Medicare or private health insurance rebates are not applicable to cancellation fees.

Growing Years Psychology recognises that unexpected emergencies or unforeseen circumstances occur. If the psychologist deems the cancellation or non-attendance to be 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 \$50 cancellation fee will apply if deemed an emergency or unforeseen circumstance and must be paid before rescheduling.

Growing Years Psychology individual therapeutic sessions are 50 minutes in duration. To best provide a therapeutic service and the client does not arrive within 20 minutes of the



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scheduled appointment time, then the appointment will be cancelled and non-attendance fees apply.

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.

Payment for therapeutic psychological services will be collected from the provided credit or debit card on the day of the appointment. Please see Growing Years Psychology Fees and Rebates for costs relating to therapeutic services.

*If eligible for Medicare rebate, full fee payment is still required on the day of appointment and Medicare will reimburse the rebate into your nominated account.

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.

Growing Years Psychology is unable to accept payment plans at this time.

Contact outside of appointment times

Contact outside of appointment times should be with the intention of appointment processes relating to the therapeutic 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.



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Consent to Share Information

By signing this form, you consent to Growing Years Psychology psychologists to contact the named key stakeholders provided below with information regarding your child's health, or educational needs, if it is in the best interests of 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. Please indicate if you would like the psychologist to inform you before contacting key stakeholders.

Telehealth

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

Suspension or Termination of Services

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

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

If a client is seen to be missing or cancelling appointments regularly without a valid reason, Growing Years Psychology may determine that the schedule may not be suitable and monthly or ad-hoc appointments would be more appropriate.

Declaration

I have read and accept the outlined agreement

Is there any current family or court orders in place?

Is there any current legal proceeding?

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



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By signing this form, you consent to the above agreement information for accessing Growing Years Psychology psychological therapeutic services.