

Down South Psychology

ABN: 31 650 445 748

Dr. Christine Botha-Webb

Clinical and Counselling Psychologist

Medicare Provider No. 4677362H

Australian Association of

Psychologists Membership No. 4249

AHPRA No. PSY0001822234



+61432 551581 (T) +61 8 8125 3868 (F)



www.downsouthpsychology.com

chris@downsouthpsychology.com



Down South Psychology

20 Ingleton Drive

Hallett Cove, 5158, ADELAIDE

INFORMED CONSENT FOR PSYCHOLOGICAL SERVICES

Nature and Purpose of the Psychological Service

As part of providing a psychological service, including assessments and counselling, Dr. Christine Botha-Webb will need to collect and record personal information pertaining to you. This information is a necessary part of the psychological assessment and treatment.

Psychology services vary depending on the personalities of the psychologist and client and the particular reasons you are seeing a psychologist. Your psychologist may use many different methods to deal with the problems that you hope to address. Psychology and psychotherapy require a very active effort on your part. For the therapy to be most successful, you will have to work on things we talk about both during our sessions and at home.

Our first few sessions will involve evaluating your needs. By the end of the evaluation, your psychologist will be able to offer you some first impressions of what our work will include and a treatment plan to follow. If you have questions about the procedures, you and your psychologist should discuss them when they arise. You can cease therapy with your psychologist at any time. If you feel uncomfortable with what is happening in a session, you may request that the session cease at any time.

This workplace is committed to respecting and incorporating cultural safety into practice. Please inform your psychologist about any cultural considerations that are important to you in the way services are provided and who you would like involved in your care. Please also inform your psychologist if you have specific access support needs (ramps, accessible parking, resources provided in specific formats), communication support needs such as interpreting, the use of assistive technology, or resources provided in different languages, or any other support needs in order to assist your participation.

Access to your information

Relevant personal information about the current situation will be collected and recorded as part of providing psychological services. The information will assist in providing appropriate and thorough service. The information will be stored in a secure location. Psychologists are required to keep your file for a minimum of 7 years or, if clients are under the age of 18 at the time of treatment, until they are 25 years of age.

Files of clients are held in a physical filing cabinet at 20 Ingleton Drive, Hallett Cove, 5158; on the clinic's practice management software, and on secure hard drives at 20 Ingleton Drive, Hallett Cove, 5158.

You may access the information in your file on request, subject to the exceptions in the Privacy Act 1988 (<https://www.legislation.gov.au/C2004A03712/latest/text>).

Confidentiality and Privacy

If information about you is required from another person, such as a parent or partner, this will be discussed with you beforehand, and your permission will be sought. Please note that we will not engage with you in public or online in a way that will identify you as a client. This is to protect your privacy and due to the requirements to uphold

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professional boundaries. Please personally contact your psychologist to engage with them rather than approach them on social media or in public forums.

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

1. A court subpoena or other disclosure is required or authorised by law
2. Your consent cannot be gained due to a requirement to get you emergency services during a medical crisis
3. If there is unauthorised access to data held by the clinic some limited information may need to be shared with the Office of the Information Ombudsman.
4. Failure to disclose the information would place you or another person at risk of harm
5. Given your prior approval or consent of a parent or guardian who is legally authorised to act on your behalf to provide a written report to another professional or agency or discuss information with another person, e.g., parent or employer
6. You have provided your consent to share your information for a specific reason and purpose.
7. You would reasonably expect your personal information to be disclosed to another professional or agency, and disclosure is directly related to the primary purpose for which it was collected, such as to inform your GP of treatment and progress, to claim Medicare rebates on your behalf etc.
8. Clinical consultation with another professional is required to provide better services. If this occurs, identifying details will remain confidential.

If, during your treatment, the psychologist becomes aware of a risk to someone's life, health, or well-being, the psychologist is required to report the matter to the appropriate agencies.

Please see the Privacy Policy for the Management of Personal Information for further information.

Session Fees

The cost of a 50 minute consultation is \$287, which is payable at the end of the session by EFTPOS, credit card or direct deposit. For those requesting Telehealth counselling (via telephone or Teams), payment is required at the beginning of the consultation.

Medicare will rebate \$145.25 for those registered with Medicare and who have a Mental Health Treatment Plan and referral from their GP. Clients who wish to pay privately may do so. Bulk billing is not offered by this service.

Session fees to be charged to a third party:

Third-Party Name: _____

Contact Person: _____

Contact Details: _____

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I understand that my treating psychologist is entitled to set the professional fee as outlined. I understand and accept that it is my responsibility to pay my treating psychologist the upfront professional fee as documented. If I am eligible for Medicare rebates, I understand I am required to pay the full amount and am responsible for claiming the Medicare rebate directly from Medicare myself unless otherwise offered by my psychologist to submit the rebate request to Medicare on my behalf.

I understand and agree to pay the professional fee to my treating psychologist in the method that has been outlined prior to the provision of the service or immediately upon to the conclusion of the service provided. I understand that I can ask questions and discuss concerns about the professional fees with my treating psychologist at any time.

Private Health Insurance

Some health insurance policies cover psychology services. Please check with your insurance company as to what you are eligible for.

Medicare Rebates

Under the Medicare Benefits Schedule (Better Access), Medicare rebates are available to clients with an assessed mental disorder. Medicare rebates are accessed with a Mental Health Treatment Plan and referral from a medical practitioner such as a GP, psychiatrist, or paediatrician. The rebate is limited to a maximum of 10 sessions per calendar year and is only available with a valid referral. Please note the maximum number of sessions per referral is six, and rebates will not be given beyond the number stated on the referral.

Cancellation Policy

If for some reason you need to cancel or postpone your appointment, please try to give the at least **two full business day's notice**. You can do this by emailing chris@downsouthpsychology.com, by sending a text, or by leaving a voicemail message on 0432 551 581. **Any appointments cancelled less than two business days in advance will be charged the full fee.** This fee will need to be paid on or before your next visit. Please make every effort to notify the practice if you cannot attend an appointment - there are often other clients waiting for appointments, and it would be appreciated if other clients could be given the opportunity to come in. If you have a medical certificate, then this fee will be waived.

Out of Hours Contact

If you have any questions contact us via the Contact Us tab, email, mobile and text is welcome during the day. The mobile number provided to you (0432 551 581) however is not a crisis telephone service and will be on silent throughout the day and night.

The email address associated with the practice (chris@downsouthpsychology.com) is also not a crisis email. Emails sent to this address will not necessarily be responded to on the same day.

In an emergency, please go to the nearest hospital's emergency department or call 000. For further information, refer to the website for your local health district. You may also find it helpful to call Lifeline on 13 11 14 for out-of-hours phone support.

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Requests for Letters or Reports

Requests for letters or reports for the workplace, university, or other purposes are charged according to the time taken to write them. The APS Schedule of Fees is used as a guide for requests for letters and reports.

Late Attendance

If you have not arrived for your appointment and 10 minutes has passed, Down South Psychology Pty Ltd will attempt to call your mobile number to see if you are still attending your appointment. Please understand that it will not be possible to extend your appointment beyond its allocated slot.

Supervision and Peer Consultation Consent

As part of our commitment to providing the highest standard of care, psychologists engage in regular supervision and peer consultation. These practices are integral to fulfilling professional and ethical obligations. During supervision or consultation, aspects of a client's case may be discussed. All information shared will focus on professional development and ensuring quality care. Identifying details are excluded wherever possible to protect client confidentiality.

By engaging in psychological services, you acknowledge and consent to this process, which is essential for maintaining ethical practice standards.

Use of AI – NovoNote for Note-taking

NovoNote is an automated tool designed to assist clinicians with taking session notes. As a healthcare provider, we keep notes of our contact with you to help us serve you better. Our AI note taker, NovoNote, helps by transcribing the session and then providing a summary of that session. The transcript of the session will be deleted and will not make up part of your patient file, while the summary is saved as part of your file. Audio of the session is never saved. NovoNote complies with the Australian Privacy Principles and is compliant with AHPRA and HIPAA standards. It adheres to industry encryption and security protocols. NovoNote operates on a secure server in Australia and your data does not contribute to training AI models. For more detailed information on the security measures and protocols of NovoNote, please visit the security page: NovoPsych.com.au/NovoNote_Security.

By signing this form you are consenting to your sessions being processed into a transcription for the purpose of creating session summaries.

Please tick this box to **OPT OUT** of AI for note-taking

Please note, if you are unclear about any of the information provided in these terms, or if you have any questions, please contact Down South Psychology Pty Ltd prior to your appointment. Contact can be made via the Contact Us tab, via email to chris@downsouthpsychology.com or via mobile on 0432 551 581.

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Consent

I, (print name) _____ have read and understood the above consent form provided by Dr. Christine Botha-Webb and have had the opportunity to have any questions I may have about it answered. **I agree with the psychological service provided and the associated fee I am required to pay.**

Signed (Client/ Parent*/ Guardian*): _____

Print name: _____

Date: _____

*For clients unable to give informed consent.

This consent is valid for a period of 12 months and will be reviewed with you when you request this, if the nature of your treatment changes, or after a period of 12 months.

A copy of these terms is available at www.downsouthpsychology.com.