



Dr Carl Dreher Clinical Psychologist

Practice Information for Clients

Welcome & Intention Setting

To explore and clarify your goals, to engage in fulfilling growth,
I invite you to reflect and connect with what you need, value, and enjoy.

Psychological wellbeing has some similarities to physical exercise, or learning any new skill, you get out of this endeavour what you put into it. Fulfilling growth can come from (a) understanding what you need, (b) practicing new strategies over time, (c) reviewing progress to find what's working well for you, and (d) finding services that are a good enough match for your needs.

- a) In the first several sessions, I guide you through an assessment so we understand what you need.
- b) To achieve your goals, you will need to take an active role & be doing most of the work. Please be prepared to try new strategies, engage in daily practices over time, & commit to attending regular sessions (e.g., weekly or fortnightly). If this is not possible, we can discuss pausing until it is.
- c) What works best and how long it takes to achieve your goals varies depending on each person's circumstances (life's demands, personal resources & supports). Often with long-term or complex circumstances, sustainable change can come from small, gradual steps over time. We regularly review what's working well for you, to build trust and confidence in yourself and the process.
- d) It is important to find a service that is a good enough fit for your needs. We can often determine this in the first 3-4 sessions. Though it can also change over time. If there is not a good enough fit, per good practice we will discuss concluding and other services to consider.

Areas I Do Not Work With

My practice is likely not a good fit for people who experience the following *prominently*.

- Complex trauma (childhood & relational trauma), psychosis, schizophrenia, bipolar affective disorder, personality disorders, drug and alcohol use disorders, family domestic violence, intellectual disability, suicidal or self-harming behaviours, or requiring crisis support.
 - I do not offer crisis support. Please see the Crisis Helplines on the [Resources](#) page.
- If you have any current or possible legal, compensation, or insurance claims or cases, then please note the following.
 - I suggest you consider consulting a psychologist with training and experience in these areas, as they will be a better fit for your needs.
 - I do not provide assessment or report writing services for court, compensation cases, insurance cases, or other legal matters.
- If any of the above apply, see the [Resources](#) page for ways to find other services that are a good fit for your needs, which includes discussing with your GP. I am here if you have any queries.

Emergency and Crisis Support

I do not provide an emergency or crisis service. For emergencies, call 000, or present to an Emergency Department, or contact your GP, Psychiatrist, or an agency that is able to provide in-patient support. For 24/7 phone support regarding distress or personal crisis (e.g., thoughts of self-harm or suicide), please call one of the following:

- Lifeline, 13 11 14, www.lifeline.org.au
- Samaritans Anonymous Crisis Support line, 13 52 47, thesamaritans.org.au
- Beyond Blue, 1300 22 46 36, www.beyondblue.org.au
- Kids Helpline (aged 5-25), 1800 55 1800, kidshelpline.com.au
- Mental Health Emergency Response Line (MHERL), 1300 555 788.
- Suicide Call Back Service, 1300 659 467, <https://www.suicidecallbackservice.org.au>

Consultations

Days and Times

- In Hours:* 12:30-4:30pm weekdays (Thursday & Friday (with some Wednesdays available)).
- Out of Hours:* Weekdays 4:30-6:45pm, Saturdays 12-5pm (with public holidays available on occasion).
- In Person:* I consult in person on Fridays and Saturdays.
- Telehealth:* I consult by video (& not in person) on Wednesdays and Thursdays.
- My practice is a good fit for people with the flexibility to attend by video and in person.

In Person Location

- Location:* On Anzac, 58 Anzac Rd, Mount Hawthorn, Western Australia 6016.
Entry and free parking are at the rear of the building. Directions are pictured [here](#).
When driving, please use Oxford St via the laneway next to Aubrey Rose Bridal.
- Parents:* Please stay with or nearby your child or adolescent who is being seen. Thank you.

Telehealth Location

- Location:* <https://drcarldreher.coviu.com/join> from your computer, tablet, or smartphone.
- Required:* A private place without interruption and with good internet and phone reception.
See the Telehealth Requirements section below for instructions and guidelines.
- Punctuality:* To test the connection, please arrive five minutes before your session.

Out-of-Session Support

I offer brief, occasional, non-urgent (I can often reply within a week) SMS or phone support (e.g., 5 min) in working hours on consulting days. Frequent or longer support calls attract a pro-rata fee.

Administration

At the start of each appointment, I briefly attend to administration (e.g., bookings, payment, rebates).

- At least one week before your first appointment, please complete your intake and consent form (which we cannot start without), & send your referral (Medicare rebates require a valid referral).
- Service providers have a lot of admin. I can usually respond to messages within a week. Some queries are best supported by a brief conversation, so I may reply at the start of the session.

Booking ahead, availabilities from cancellations, and pausing.

- Before each appointment, please review your bookings, book ahead, and ensure your card has sufficient funds. This helps us focus less on admin and more on your support in session together.
- [Halaxy's client portal](#) lets you manage your appointments and information (a guide is [here](#)).
- [Booking ahead](#): Current clients can book across the four working weeks ahead using the online [Booking Calendar](#).
- [Availabilities](#): When appointments become available from cancellations within the four working weeks ahead, you can see and book these in the online [Booking Calendar](#). You can check anytime.
- [Pausing](#): If you have not attended an appointment in some time, I will close your file, update your referrer (e.g., GP), and welcome you to contact me when the time is right to continue.

Session Fees

I am informed by the Australian Psychological Society (APS) recommended fees, reviewed as required.

Fees:

- The APS recommended rate for a 46-60 minute consultation is \$311
- My standard fee is \$295 for a 50 minute consult. \$363 for 61-75 min. \$428 for 76-90 min.

Out of Hours:

- An out-of-hours fee of \$35 applies on Saturdays, public holidays, and from 4:30pm weekdays.

Payment:

- All fees are due during the appointment. Your credit/debit card details are required for payment and further bookings. Please include them in the online forms (or [here](#) for PDF forms).
- I use Halaxy's online secure payments (i.e., Braintree by PayPal; their T&Cs are [here](#) in Part A).

Appointment Duration:

- Appointments are 60 minutes (5-10 min admin; 50 min consult), with longer durations per the above fees. I know concerns and interests can have momentum. However, continuing past the booked duration disadvantages others. Therefore, if you continue past the booked duration once I have called time, a higher fee may be charged (e.g., the 61-75 min rate).

Session Rebates

Private Health

Many private health insurers extended their existing psychology coverage to include telehealth during the COVID-19 pandemic, as described [here](#). Please check your coverage with your provider. To claim, you can take your paid invoice directly to your insurer. Private health rebates and Medicare rebates cannot be claimed for the same appointment.

Medicare

A valid referral under a Better Access Mental Health Treatment/Care Plan or an Eating Disorder Plan gives you a Medicare rebate of \$141.85 for Clinical Psychology sessions of 50+ minutes, including telehealth. Halaxy online claiming is available for your convenience in processing Medicare rebates by completing the online authority form. Medicare requires your bank details to deposit your rebates. For Medicare items, you need to pay the full fee before you receive your rebate. Please see a summary for GPs on Medicare's referral requirements [here](#).

Cancellation Policy

It is your responsibility to remember and confirm your appointments.

- Two automated courtesy appointment reminders will be sent, with a request for you to confirm, convert to telehealth, or cancel. These are an email 5 days before your appointment, and an SMS 3 days (72 hours) before.
- If you do not confirm your appointment by 48 hours (2 days before), it *may* be offered to someone else in need. If you do not confirm, and I have not advised you someone else has booked it, then your booking still applies.

If you need to cancel or reschedule your appointment, please text me on 0421 775 909 (at any time of day). Please give as much notice as possible, so others in need have more opportunity to book. Cancellations that are not received attract a missed appointment fee; if unsure, please call to confirm.

Frequent cancellations, rescheduling, or non-attendances may mean this is not the right time for you to be able to commit to the process. I will discuss with you whether this service is a good fit for you currently, and you may be asked to give yourself a break and return at a better time.

To avoid a late cancellation or missed appointment fee, please give 8 or more days' notice when cancelling/rescheduling. Informed by the Australian Psychological Society (APS) recommended cancellation policy, the following late fee applies when cancelling/rescheduling with:

- 0 to 24 hours' notice, or for missed appointments, 100% of fee;
- 24 to 48 hours' notice, 50% of fee;
- 48 hours' to 7 days' notice, 25% of fee.

This fee is waived if you reschedule within the same calendar week, or if someone attends your cancellation from a new booking (i.e., rather than rescheduling within the same calendar week). In addition to the APS recommendations, the late fee may be waived on occasion with consideration given to non-work-related emergencies and medical conditions for yourself or your child(ren), including cold/flu/COVID-19 symptoms where you are too unwell to attend by telehealth.

If you cancel with less than 8 days' notice, and would like a late cancellation or missed appointment fee to be reviewed, please cancel by *calling* (rather than SMSing or emailing) me on 0421 775 909 to advise of the reason, and we can discuss the situation. Otherwise, if a fee applies it will be charged by Halaxy online payment, or invoiced by email.

Outstanding payments are overdue 24 hours after the appointment or invoice being sent. If payment is overdue, your remaining appointments may be offered to someone else in need. An SMS or email will advise if your appointments have been cancelled.

The late fee applies to in-person, telehealth, and telehealth conversion appointments. Due to COVID-19's unpredictability, appointments cancelled due to COVID-19 events will be rescheduled when they become possible again. Please contact me when the particular situation has passed.

If your appointment is in person, please convert to telehealth if a COVID-19 event applies (as described in the COVID Safe Plan section below). If you attend an appointment in-person and a COVID-19 event applies, please be prepared to leave the in-person session immediately, for the wellbeing of

all. I will invite you to continue by telehealth if possible; in this circumstance the full fee may still apply even if we cannot continue by telehealth; the rebate will not apply if we cannot continue by telehealth.

Key points of the cancellation policy are summarised [here](#) for ease of reference to support your decision making when you need.

Report and Correspondence Requests

Please inform me if you currently have, or may possibly have, any compensation, insurance, or legal claims or cases. I do not provide assessment or report writing services for court, compensation cases, insurance cases, or other legal matters. If you require a written report for other reasons (i.e., non-medicolegal), please discuss this with me. I may not be able to accommodate your request. There are additional fees for provision of reports. I cannot specify completion dates for reports, as my service is focused on consulting by appointments.

Please discuss with me in session any request for correspondence (e.g., letters or forms to educational institutions, employers, etc.). Please email the request (& any forms) a week before your appointment. Please allow at least a week after your appointment for the request to be provided. There are additional fees for requested correspondence that is not written during session time. There are no standard fees for professional letters to referrers regarding client treatment needs (e.g., GP Medicare referrals). Please allow a week after your appointment for these to arrive to your referrer.

Privacy, Confidentiality, and Access to Client Information

All services offered are conducted in accordance with the Australian Psychological Society (APS) code of ethics (see www.psychology.org.au). Psychologists uphold your confidentiality as a high priority.

Privacy

In providing a psychological service to you, I will need to collect and record relevant information about your personal circumstances and the services provided. You do not have to give any personal information you do not wish to. Not providing certain information may mean the service may not be able to be provided to you, or it may influence the outcomes you achieve.

Confidentiality

All information you provide to the practice is confidential, securely stored, and only accessed by myself as your psychologist (as above re detailed personal information) and our staff (as below re demographic information). Some demographic information you provide may be shared with our staff, including other practitioners in considering who is the best clinician available to see you.

Access to Client Information

In keeping with our professional code of ethics, information regarding services will only be provided to another party with your written permission, a court subpoena or summons, or in the event that I form a professional opinion that either you or another individual is at significant risk.

From 1 May 2024, psychologists are mandatory reporters of child sexual abuse under the *Children and Community Services Amendment Act 2021*; see [here](#) for further information.

I will attempt to discuss the release of information with you in advance, however at times this may not be possible.

To help offer the best possible service to you, I may also share non-identified information with colleagues in peer consultation as required by our code of ethics.

You can always ask me about the information kept on file. You can access the information about you kept on file, subject to the conditions of the National Privacy Principles of the *Privacy Amendment (Private Sector) Act 2000*. Please ask me to discuss with you what forms of access may be appropriate.

COVID-19 Contact Tracing

If government requirements for COVID-19 contact tracing are re-instated, then in the event of a COVID-19 incident, I may be required to share the contact details of relevant clients with the authorities. If you do not consent to this, let me know and please do not attend in-person sessions. If suitable, we can proceed with telehealth appointments, or we can discuss other services and consulting your GP.

COVID Safe Plan for In-person Appointments

I want you to have the option of in-person appointments as much as possible.

As an ethical responsibility, my COVID Safe Plan:

- Aims to reduce COVID-19 exposure risk in the practice, which can otherwise stop in-person sessions.
- Applies to anyone attending the building with you, including family and support people.
- Considers the following: COVID-19 Events; Your health risks regarding COVID-19; Telehealth; Behavioural approaches, and; Informed decision making and consent.

COVID-19 Events.

With COVID-19 in community transmission, it is likely that at times you or I will be physically well but unable to attend in person because of a COVID-19 event. This is when you, I, or someone we have had close contact with:

- is required to lockdown, quarantine, or isolate (including awaiting a COVID test result);
- have been in contact with a COVID-positive case in the 5 days prior to your appointment;
- have cold/flu/COVID-19 symptoms, in the 5 days prior to your appointment;
- another circumstance in the 5 days prior to your appointment that elevates your risk of developing or transmitting COVID-19 (e.g., returning from travel).

If one of the above COVID-19 events applies, then:

- Please ask that we convert to telehealth.
- Or please cancel if you are too sick to attend, giving as much notice as possible so others in need have more opportunity to book.
- During a COVID-19 event please do not attend the building.
- Please call with any queries, and we can discuss the best approach in each circumstance.

Your health risks regarding COVID-19.

In living with COVID-19 in community transmission in WA,

- I am mindful that many clients have COVID-19 vulnerabilities, and we all have people in our networks whose health is at greater risk due to COVID-19.
- Medical and health authorities advise us that certain factors relate to increased risk of developing COVID-19 and/or worse health outcomes related to COVID-19.
- All psychologists in WA seeing people in person were mandated to have received the required COVID-19 vaccinations, and I maintain the required COVID vaccination status.

So we can discuss what service options might best suit your needs (e.g., telehealth or other services & consulting your GP), please let me know the following:

- if you have a known circumstance that places your health (or that of someone you have close contact with) at greater risk from COVID-19 (e.g., being unvaccinated, over 70, currently/recently pregnant, immunocompromised, smoking, or have certain health conditions or other risk factors; please consult your GP and also see [here](#)), and
- whether or not you have received a COVID-19 vaccine (including dates administered; please provide updates as you receive new doses).

Telehealth.

My practice offers in-person appointments where possible, and telehealth (video) appointments when required for health and safety (e.g., COVID-19 events relating to staff, clients, and people they live with or have had close contact with). Please book appointment times that can work if a telehealth conversion is needed.

- If a telehealth session conversion is required, I will send you a revised Halaxy reminder (by SMS or email) for a video appointment.

Psychological services are in sustained high demand.

- I therefore offer priority to clients with the flexibility to do telehealth where needed (e.g., during COVID-19 events). This helps maintain your continuity of service, and considers other people in need who are waiting for services.

- As an ethical responsibility, I support people in finding a service that is a good enough fit for their needs. Please let me know if for any reason attending reliably by telehealth when needed is not suitable for your circumstances. We can discuss other services and you can consult your GP.

Behavioural approaches.

- Behavioural approaches used as required include wearing masks, ventilation, physical distancing, contact hygiene, and cleaning/disinfecting. Masks are optional for clients when government mandates do not apply. In the interest of COVID safety, I may at times wear a mask when consulting in person.
- Ventilation: where possible, external air will flow via ducted air-conditioning from open doors and windows; if required, a HEPA air filter is available.
- Masks: when government mask mandates apply, please wear an effective mask at all times when in the building; fresh disposable surgical masks are available on request (re effective mask use, see [here](#)).
- Physical distancing: please remain 1.5m apart, including no physical contact with non-family; please enter the waiting room through the back door at your appointment time, not before; please do not bring family into the waiting room who will not be attending the appointment (e.g., siblings).
- Contact hygiene: please bring your own bottled water if you wish to drink; please use the alcohol-based hand disinfectant dispensers provided as necessary; please use digital documents where possible; you can send files to me using the secure file sharing instructions available [here](#).
- Cleaning/disinfecting: where possible I am disinfecting or cleaning surfaces regularly.

Informed decision making and consent.

I work in a building shared by a small group of psychologists who run their own practices. We coordinate our COVID Safe Plans as best we can. However, they are responsible for implementing their own policies. As with any public space, there is a risk of COVID-19 transmission, so attending in person is an informed choice you make based on this information sheet, our discussion, and your consent form. If you are concerned about the risk of COVID-19 by attending in person, please advise me before you attend in person, and we can use telehealth if appropriate or discuss other services.

Key points of the COVID Safe Plan are summarised [here](#) for ease of reference to support your decision making when you need.

Telehealth Requirements and Instructions

Telehealth is using digital technology (e.g., video & phone) for health service appointments.

Rights and Responsibilities. Your rights and responsibilities for telehealth services are the same as for in-person services, with the additional responsibility for you to follow the requirements below. By participating in telehealth, you are agreeing to the conditions of service described herein.

Benefits and Risks. Research supports that telehealth is effective. Telehealth is particularly useful for clients who are unable to access in-person services due to health complications, restrictions of movement, rural/remote location, and transport issues. Telehealth has been recommended by Australian psychology governing bodies as a suitable medium to enable vital continuity of care for all clients requiring psychological assessment, treatment and/or support during the COVID-19 pandemic. If for any reason we cannot meet in person and telehealth is not appropriate to your needs, we can discuss this, and you can consider other services and consulting your GP.

I use CoviU, a securely encrypted, privacy compliant video telehealth service (click here for its [T&Cs & privacy policy](#)). All practices in the Privacy section above apply to telehealth too. This requires your participation to help keep your sessions private and effective. Equally, I do not permit pictures, or audio or visual recording of our sessions; the session is for you and not for others. If you prefer telephone, I will call you at the time of our scheduled appointment.

Potential risks with telehealth include, but are not limited to, the possibility, despite reasonable efforts on my part, that: the transmission of services could be disrupted or distorted by technical failures; misunderstandings may occur (e.g., with poor transmission), and/or possible confidentiality breaches if someone should walk into your room while in session. These guidelines aim to minimise these risks.

Telehealth Platform Instructions

To use CoviU, click <https://drcarldreher.coviu.com/join> from your computer, tablet, or smartphone. You will then enter my waiting room, and I will invite you into session. Please ensure that you:

- Have a good broadband internet connection or a device with a good cellular connection.
- To protect your privacy, ensure your software is updated and do not use public Wi-Fi.
- Enter the waiting room 5 minutes prior to your session to enable your camera and microphone. You can test your system requirements with the “pre-call test” button on the bottom left.
- You can read a guide describing how to check in to CoviU by clicking [here](#).
- To test your internet speed, click [here](#). Videoconference works best with: download speeds of more than 1 Mbps; upload speeds of more than 0.5 Mbps; latency (ping) less than 50ms.

Session Structure and Guidelines for Effective Telehealth Appointments

Sessions will be conducted in the same way as in-person sessions are, in addition to the following:

- You should be in a set location and not moving about.
- Place your device on a steady surface, and not held in your hand if possible.
- To protect your privacy, ensure you are in a private location and cannot be overheard.
- Please do not invite others into session without discussion with me first. You are required to inform me if anyone is in the room with you, or who you believe may overhear the session.
- Try to have proper lighting that lights your face so that I can best communicate with you.
- You should be appropriately attired, fully dressed and in an appropriate setting.
- Try to minimise background noise and distractions. Turn off televisions, music or other sounds.
- You should not be driving, on social media, playing video games, or working on other things.
- Make sure that pets, children, household members and roommates will not be distractions.
- If the connection is broken, I will call you by phone until we can re-establish the video.

Feedback and Informed Voluntary Consent

This service is a partnership where you make informed decisions about the process of how best to work on the issues that matter to you. You have the right to withdraw consent at any time without affecting your right to future services. I welcome any feedback about what does and doesn't work well for you. After reading all of the information herein, if you are unsure or concerned about anything, please discuss it with me. When you are satisfied to do so, please sign the accompanying Confidential Client Information and Consent Form, indicating that you have read and understand all of the information herein. Please retain this service information sheet for your future reference.