



Dr Carl Dreher Clinical Psychologist

Practice Information Sheet for Clients

Welcome & Intention Setting

To explore and clarify your goals, and 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 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, including as they change over time.

- 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. When there is not a good-enough fit, per good practice we will discuss concluding and other services to consider. We can often determine the goodness-of-fit in the first 3-4 sessions. Though it can also change over time. We review our goodness-of-fit regularly, and how long we might work together depends on many factors, including when we have achieved what progress we can together.

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), eating disorders (particularly restrictive eating disorders), 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

Days & Times: By video (& not in person) on Thursdays and some Wednesdays (1:45-6:45pm).
In person on Fridays (12:30-5:30pm) and Saturdays (12-5pm).
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: Zoom, from your computer, tablet, or smartphone. A meeting link will be emailed.

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 fortnight. Some queries are best supported by a brief conversation, so I may reply at the start of the session.
- To securely share documents and sensitive information with me, you can use your Halaxy portal (a guide is [here](#)) or Zoom (during Telehealth appointments) rather than email or text messaging.

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 an online Booking Calendar (which is linked to in appointment reminder emails).
- **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.

- The APS recommended rate for a 46-60 minute consultation is \$318.

Fees:

- My fees for 50-60 min sessions are: \$335 for the initial session; \$300 for subsequent sessions.
- If longer subsequent sessions are required, the fees are: \$370 for 61-75 min; \$436 for 76-90 min.
- Out-of-hours fee: \$35 more (on Saturdays, public holidays, & from 4:30pm on 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 rebates and Medicare rebates cannot be claimed for the same appointment.

Private Health

Many private health insurers extended their existing psychology coverage to include telehealth during the COVID-19 pandemic. Please check your coverage with your provider. To claim, you can take your paid invoice directly to your insurer.

Medicare

A valid referral under a Better Access Mental Health Treatment/Care Plan gives you a Medicare rebate of \$145.25 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 Medicare's information [here](#) (while their infopage URLs can change, a search for 'mental health referral requirements' can be useful).

Cancellation Policy

Key points of this cancellation policy are summarised [in this link](#), for ease of reference to support your decision making when you need. Please read the full cancellation policy below.

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 if another appointment is available, 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. We can discuss the circumstances in the admin time of your next appointment.

If you cancel with less than 8 days' notice, and would like to ask me about waiving a late cancellation or missed appointment fee, please also let me know the reason you are cancelling. We can discuss the situation in the admin time of your next appointment. 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.

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 our regulatory (professional legal-ethical) requirements, including relevant Australian legislation, and the Psychology Board of Australia (PsyBA) professional practice requirements (competencies and code, which include engaging and consulting the required professional support services), as summarised below.

Regulatory Requirements to Share Identified Personal Information

Psychologists uphold your privacy, confidentiality, and information security as a high priority. To the extent possible within increasing industry regulatory requirements (legal, ethical, and professional organisations' requirements) to share certain identified personal information at times, psychologists endeavour to keep all personal information you provide to the practice confidential.

However, psychologists are bound by various organisations' requirements (legal, regulatory, and insurance organisations), which can at times require psychologists to share identified personal information about clients with third parties. Wherever possible, I will endeavour to provide de-identified personal information, or obtain your consent to share identified personal information. However, this may not be possible in some circumstances. In practice, if there is something you want to ensure remains confidential, then not sharing this with your psychologist is the only way to achieve this, due to the laws we are all bound by.

Below I describe these organisations' requirements and some of the foreseeable instances when psychologists may need to share identified personal information about clients with other people. Please ask me about any concerns you have, and we can discuss them as part of informed consent. However, because I am unavoidably bound by these requirements, (a) please let me know if you do not consent because I cannot then provide a service, and (b) if you proceed with my services, then I take this as your informed consent to the requirements I am bound by, as described in this practice information sheet.

Privacy

In providing a psychological service to you, I will need to collect and record relevant *identified personal information* about your 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 impact the outcomes you achieve. Each person's circumstances are unique. Please ask me about any concerns or queries you may have (e.g., by email or at the start of an appointment), and we can discuss them (e.g., in an appointment).

For all appointments (in person and telehealth), I do not permit recording of our sessions (by means of audio, pictures, video, or transcripts), unless we first agree to a particular means and purpose of

use, and you give your informed consent. Regardless, the session information is for you and not for others.

Confidentiality

Where possible your personal information is only accessed by myself as your psychologist (as above re *identified personal information*). To be able to provide the psychological service to you (i.e., as required by law, professional ethics, &/or industry services), some personal information you provide will need to be shared with other professionals or services, which we limit to the extent possible under legal, ethical, and professional practice requirements (i.e., by sharing only relevant information, as de-identified information wherever possible, or as identified information limited to the extent possible). This may include the following. As required by law (e.g., a court of law, regulatory government agencies), by professional ethics/law (e.g., peer consultation with psychologists, legal consultation, professional insurance providers), and by professional support services (e.g., ICT or accounting service providers, practice administration/reception, and other staff in the practice).

Information Security (Storage & Transmission)

In accordance with legal-ethical requirements: information collected as part of providing your service is securely stored (electronic records and paper records are kept by secure local physical, local electronic storage, &/or online means); records are kept for a minimum of seven years since last client contact (or if the client is less than 18 years old, at least until they are 25 years of age), unless legal or organisational requirements specify otherwise. This includes information gathered in sessions and from correspondence.

To securely share documents and sensitive information with me using encrypted electronic transmission, you can use your Halaxy portal (a guide is [here](#)) or Zoom (during Telehealth appointments) rather than email or text messaging (which are not encrypted and not secure).

Access to Client Information

To help offer the best possible service to you, I share *non-identified personal information* in peer consultation with colleagues (psychologists and psychological professional associations) as required by our professional ethical regulations. At times I may also be required to share non-identified information in consultation with legal practitioners and my professional indemnity insurance provider as required by our legal-ethical obligations.

As above, sharing *identified personal information* with other parties will be limited to the extent possible while still being compliant with legal, ethical, and professional practice requirements, including: with your informed consent (e.g., with your referrer or other health service providers); with a court under subpoena/summons, or regulatory government agencies as required by law; with professional support services as required by legal-ethical regulations (which can include legal practitioners, professional indemnity insurance providers, professional psychological organisations, and psychological peer consultation providers); or with relevant parties regarding risk, 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.

My insurer Aon requires the following: I share their Privacy Notice (linked [here](#)) with my clients (please read this and ask me any questions you may have); at times I may need to share identified personal information about my clients with them, and they may share this information with third parties, and seek further information from these third parties (those outlined in their Privacy Notice, including the Australian Psychological Society, APS); if I don't meet their requirements they may limit or cancel their insurance. The PsyBA requires psychologists maintain professional indemnity insurance (PII) to be registered and practice.

You can always ask me about the information kept on file. You can access the information about you kept on file, subject to the relevant legal-ethical requirements, including the Australian Privacy Principles (APP) of the *Privacy Act 1988*. Please ask me to discuss with you what forms of access may be appropriate.

Please let me know if you have any concerns about the above requirements, and we can discuss them.

NovoNote Note Taker Information

Where possible I use NovoNote, an automated AI tool designed to assist clinicians with taking session notes. Below is an explanatory statement about the technology.

Purpose of the automated note taker: Using an AI enhanced note taker enables me to focus more on communication and your care during sessions, rather than being distracted by manual note-taking. By changing the way I take notes, I also aim to provide more accurate and detailed documentation of our sessions.

About NovoNote: NovoNote is produced by NovoPsych, an Australian company founded in 2012. NovoNote is a secure and encrypted platform that converts the audio from our consultations into clinical summaries.

What is Saved: As a healthcare provider, I keep notes of my contact with you to help me serve you better. This AI note taker, NovoNote, helps by transcribing the session and then providing a summary of that session. Typically, 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.

Compliance and Security: 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. NovoPsych's data processors never train AI models using your data. Importantly, the audio recordings from sessions are never saved; instead, they are transformed into a transcript of the session and then discarded. For further information on NovoNote's security measures and protocols, please see their security page: NovoPsych.com.au/NovoNote_Security. We are committed to providing you with the highest standard of care through these advanced technological practices.

Questions: Please do not hesitate to ask if you have any questions or concerns about this process.

Your Consent: Before using NovoNote, I will ask for your consent. You have the right to withdraw your consent at any time. By signing the consent form accompanying this Practice Information Sheet, you provide your consent to the audio of your sessions being processed into a transcription for the purpose of creating session summaries.

Telehealth Requirements and Instructions

Telehealth is using digital technology (e.g., video & phone) for health service appointments. My quick reference guide for joining appointments by Zoom is [here](#). Please read the full information below.

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 indicates that telehealth can be effective for many people. 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 was 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. We review our goodness-of-fit regularly. If for any reason we cannot meet in person and telehealth is not appropriate to your needs (e.g., re risk or privacy), we can discuss this, and you can consider other services and consult your GP.

For telehealth I use Zoom, a securely-encrypted, privacy-compliant video 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. If telephone is required (e.g., video is temporarily unavailable), I will call you on your designated mobile phone.

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 Zoom for telehealth appointments with me:

- The main step is clicking the Zoom meeting link in your appointment email from me.
- You can use a computer, tablet, or smartphone. You do not need a zoom account.
- You can use a Web browser, or download Zoom's app (from Zoom's support page [here](#)).
- For the Zoom meeting link, find the appointment (invitation or reminder) email I've sent you.
- Click the Zoom meeting link (URL) and follow the prompts.
- If Zoom asks you to enter a meeting passcode, it's in the appointment email from me.
- You will then enter my waiting room, and I will invite you into the session.
- Zoom's support page is [here](#).
- If you have any troubles connecting, please contact me by email or phone.

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.
- 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 Requirements for Effective Telehealth Appointments

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

- Please ensure you are in a safe and 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.
- I will require you to provide your location at the commencement of each session, in case of risk or emergency.
- You should be in a set location and not moving about. You should not be driving.
- Make sure that pets, children, household members and roommates will not be distractions.
- Try to minimise background noise and distractions. Turn off televisions, music or other sounds.
- You should not be on social media, playing video games, or working on other things.
- Place your device on a steady surface, and not held in your hand if possible.
- 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.
- If the connection is broken, I will call you by phone until we can re-establish the video.

COVID Safe Plan for In-person Appointments

Key points of this COVID Safe Plan are summarised [in this link](#), for ease of reference to support your decision making when you need. Please read the COVID Safe Plan below.

While COVID is no longer front-of-mind for many people, it remains impactful for many people, and is an important consideration for health services. 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 have the required COVID vaccination status.

So that 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 relevant:

- 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 (if relevant, please advise the last date administered, and 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.

- 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: I disinfect or clean surfaces as needed.

COVID-19 Contact Tracing

If government requirements for COVID-19 contact tracing are re-instated, then in 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.

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.

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 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.

Informed consent is an ongoing process that involves updating as required, responsive to circumstances. It involves discussing things together (e.g., during collaborative treatment planning), in addition to updated information and consent forms from time to time. Please discuss with me any questions, concerns, or preferences you may have. In general, informed consent discussions occur at each progress review. In general, updated consent forms (in addition to informed consent discussion) are required when starting therapy, when re-starting therapy (e.g., after a significant therapeutic break), or when there's a relevant change in policy or therapy circumstances.