

TERMS, CONDITIONS AND CONSENT

Please ensure you fully understand the information outlined in this consent form and ask your psychologist, Dr Leanne Nunn, if you have any questions. Your consent is required for us to collect personal information that is relevant to your current situation and to provide our services to you. Keeping clear and accurate client records is a required part of psychologist's professional obligations to document conversations and to guide treatment. Psychologists are also required to consult and receive supervision on a regular basis that may involve sharing your de-identified information. The APS Charter of Client Rights is available at <https://www.lmnunn.com/individual-consultations/>.

To ensure we can tailor our services to your needs, you will be asked to complete some assessment forms during your sessions. While you do not have to share all your personal information, choosing not to share relevant information may affect the psychological services we can provide. Dr Leanne Nunn will explain any benefits and potential risks of accessing psychological treatment.

Confidentiality

All discussions with Dr Leanne Nunn are provided under strict confidentiality guidelines, preventing your information from being shared without your informed consent. The only exceptions to this principle of confidentiality are:

- 1) If a court issues a subpoena, or provision of information is otherwise required or authorised by law.
- 2) If failure to disclose information would place you or another person at serious risk to life, health or safety.
- 3) If it is required because the psychologist must make a mandatory report to appropriate authorities concerning a child that has been, or is, at risk of abuse,
- 4) If you attend under a referral from an agency or a health professional, your psychologist may be required to provide some information to them about your treatment in the form of progress reports; details related to your referral will be explained by your psychologist.
- 5) If you provide specific additional consent for information to be shared with a third party (for example, your GP, your lawyer, or requested reports).

Records Storage and Access

Confidentially kept records document what occurs during sessions, enabling a relevant and informed psychological service to you. This information may also be used for administration and billing purposes. Excluding contact information to support appointment reminders, all client records are kept securely on an offline hard drive. Real Success uses software which is compliant with the Australian standards for online security and encryption.

You are entitled to request access to your personal health records by raising this with your psychologist. You may also discuss with or contact Leanne to request access to your personal information, address any concerns about recorded information being incorrect, or to make a complaint about the service provided.

Cancellations

You will need to provide 24-hours notice when cancelling or rescheduling an appointment. This enables us to adjust schedules in line with client needs. If notice is provided within 24 hours a cancellation fee may be charged. Cancellations seriously affect our service, so we request that you make every effort to keep your appointments.

Period of Consent

This consent is provided for the duration of your treatment with Real Success unless clarification is required or the terms of service change. You have the right to withdraw this consent at any time by informing your psychologist, however you cannot retrospectively withdraw consent for a past service.

Phone and Online Meeting Requirements

Please ensure you address the following issues for each phone or online session:

- 1) Your phone or internet access needs to be secure and stable.
- 2) You are responsible for the costs associated with setting up the technology needed so you can access telehealth services.
- 3) You need to be located somewhere that is private and where you are unlikely to be interrupted or overheard for the duration of the session.
- 4) Be as focused and attentive to the session as you would be in a face-to-face session. You cannot be driving a car or on your way to another event/appointment during your session.
- 5) Dedicate the time to the session and do not try to do something else at the same time (even things that seem easy to do are a distraction).
- 6) Be prepared to provide descriptions of your experiences during the session to avoid your counsellor missing anything that would be contained in visual cues.

Phone Calls

Leanne's mobile phone number is 0481 818 359. She will call you at the appointment time. If you have any concerns or have not heard from her, please text or ring her to work out what has happened.

Please keep in mind that Leanne is likely in an appointment before your session so she may be a few minutes late finishing up with the previous client.

Using Zoom

Zoom uses the internet so you will need WiFi/broadband or data on your phone to access it.

If you use a computer, you can go to www.zoom.us and select "join a meeting" and use the Meeting ID: 917-846-2347. You will be kept in a waiting room until you can be brought into the room, so it is okay to arrive early if you would prefer to. Once you enter the meeting room you may need to connect to the audio using the microphone icon in the zoom options. Instead of typing in the Meeting ID you can use the following link to take you directly to the room: <https://us04web.zoom.us/j/9178462347>

If you use your phone to access zoom, you will need to download the zoom app from your app store in advance of the appointment, then complete the steps outlined in the previous paragraph to access the room.

Agreement

I have read and understand the contents of this Terms Conditions and Consent form. I understand that I am responsible for clarifying any concerns and requesting additional information from my psychologist if required.

Name: _____ Date: _____

Signature: _____

Note: if you would like to complete this form electronically and therefore cannot insert your actual signature, please type your name into the signature box above and check this box ☐