

# CROOKES COUNSELLING & CONSULTING SERVICES PTY LTD

7 PRINCES HIGHWAY  
WERRIBEE 3030  
PH: 9742 3500  
FX: 9742 3522

## CONSENT FORM

### **Counselling Service**

As part of providing counselling service to you, **your practitioner at Crookes Counselling & Consulting Service** will need to collect and record personal information from you that is relevant to your situation, such as your name, contact information, medical history and other relevant information as part of providing counselling services to you.

The collection of personal information will be a necessary part of the psychological assessment and treatment that is conducted.

### **Purpose of Collecting & Holding Information**

Your personal information is gathered as part of your assessment and treatment; it is kept securely and, in the interests of your privacy, used only by your treating practitioner and the authorised personnel of the practice (as necessary). Your personal information is retained in order to document what happens during sessions and enables your treating practitioner to provide a relevant and informed counselling service to you.

A more detailed description is provided in the practice's "Privacy policy for management of personal information", which can be obtained on our website [www.crookes.com.au](http://www.crookes.com.au) or asking for a copy at reception. The Privacy Policy contains information about how to access and seek correction of your personal information, and how to lodge a complaint about our management of your personal information.

### **Access to client information**

At any stage you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation. The practitioner may discuss with you different possible forms of access. [www.health.vic.gov.au/healthrecords/](http://www.health.vic.gov.au/healthrecords/)

### **Disclosure of personal information**

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

1. It is subpoenaed by a court; or disclosure is otherwise required or authorised by law; or
2. Failure to disclose the information would in the reasonable belief of **your practitioner at Crookes Counselling & Consulting Service** place you or another person at serious risk to life, health or safety; or
3. Your prior approval has been obtained to:
  - (a) provide a written report to another professional agency, *eg*, GP or a lawyer; or
  - (b) discuss the material with another person, *eg*, a parent or employer or health provider; or third party funder; or
  - (c) disclose the information in another way; or
  - (d) disclose to another professional or agency (e.g. your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected.

Your personal information is not disclosed to overseas recipients, unless you consent or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented or disclosed for any other purpose.

In the event that unauthorised access, disclosure or loss of a client's personal information occurs, **Crookes Counselling & Consulting Services** will activate its data breach action procedures and use all reasonable endeavours to minimise any risk of consequential serious harm.

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## FEE POLICY

### **Fees**

The cost of a consultation (approximately 50-60 minutes) is payable at the end of each session. Refer to our website [www.crookes.com.au](http://www.crookes.com.au) for our updated fee schedule. If fees are not paid on the day of consultation, a **late payment fee** of \$10.00 will be charged.

### **Weekend and After-Hours Rates**

Please note higher fees apply

### **Method of Payment**

You can pay by EFTPOS, credit card or cash.

### **Cancellation Policy**

If for some reason you need to cancel or postpone the appointment, please give us at least 24 hours notice, otherwise full fees will be incurred.

48 hours' notice is required to cancel or postpone a Sunday appointment; otherwise full fees will be incurred.

Failure to attend 2 consecutive appointments without notice will result in the closure of your file.

### **Outstanding fees**

An invoice will be issued for any outstanding fees, payable within 14 days. A payment arrangement can be negotiated with the Practice Manager or your treating practitioner if financial problems arise. Unpaid accounts will be sent to a debt collection agency and you will also be responsible to meet the cost of the debt collection fee.

### **Any difficulties? Just ask.**

Sometimes clients find themselves in unforeseen circumstances in which it may be difficult to pay bills. We do not wish to make life any harder for people in this situation. If you have problems paying an account, please contact the Practice Manager or your treating practitioner to discuss your situation and negotiate a payment plan. This saves embarrassment and misunderstanding and prevents us from being diverted from our philosophy to assist our clients to enhance their wellbeing, build life skills and fulfil their potential.

### **Charter for Clients of Psychologists**

Is available on our website [www.crookes.com.au](http://www.crookes.com.au) or asking for a copy at reception.

I, (print name in block capitals) .....have read and understood the above Consent Form and Fee Policy. I agree to these conditions for the counselling service provided by **the practitioner at Crookes Counselling & Consulting Service.**

Signature..... Date.....

*Please Note: If, after reading this form you are at all unclear about any of the information provided, please speak to the psychologist prior to your appointment.*