

Agreement to Right Mind Psychology Procedures and Policies

Collection of personal information

To provide services to you, it is necessary for your psychologist to collect and record personal information, including your name, date of birth, contact information, medical history and other relevant information. Personal information is retained to record what happens during sessions. It enables your psychologist to provide a relevant and informed service to you. Your personal information is kept secure and encrypted and is used only by your psychologist. A detailed summary of how we protect your privacy is provided in RMP's Privacy Policy for Management of Personal Information, downloadable from the [downloads](#) page.

Privacy and confidentiality

We avoid undue invasion of privacy in the collection of information, and you are free to withhold information if you like. We safeguard the confidentiality of information obtained and disclose information only in the following circumstances:

- With the consent of the client or person with legal authority to act on behalf of the client.
- Where there is a legal or legislated obligation such as in response to a legal subpoena or when it is reasonably believed there is a serious risk to the health or safety of the client or the general public.
- When consulting with colleagues or receiving supervision where de-identified information is used.
- Where liaison with another party sharing care is expected (eg. referring GP) and where reports are mandatory to maintain service provision (eg. as stipulated by Medicare, WorkCover, or NDIA).

Fees for services

Service fees are displayed on our website page [All About Fees](#). Fees are payable at the end of each session by cash, EFTPOS, credit card or bank transfer. If required, payment receipts will be issued by email.

Reminders, cancellation and non-attendance

Appointment reminders will be sent by SMS two days ahead of each appointment allowing you to cancel appointments without incurring any fees.

The following terms apply in the event of cancelled and nonattended appointments:

- Cancellations made within 24 hours, but not on the day of the appointment, incur a fee of \$50.
- Cancellations made on the day of the appointment incur a fee equivalent to the full cost of the session
- Appointments unattended without cancellation incur a fee equivalent to the full cost of the session.
- Clients will be billed at their next service appointment or by mail or email.
- Two nonattended appointments or three consecutive cancellations will result in case closure.
- Cancellation fees and nonattendance fees may be reduced or waived on a case-by-case basis.

Please note that cancellation and nonattendance fees cannot be claimed through Medicare and private health insurers and the cost must be met by clients.

APS Charter for Clients of Psychologists

The Charter for clients of APS psychologists explains your rights as a client of a psychologist. The charter is downloadable from the [downloads](#) page.

Authorisation by the client, legal guardian or person authorised to act on behalf the client

I have read this document, and the information referred to herein. I find the policies, terms and conditions satisfactory and I consent to abide by and receive services under them.

Full name	DOB
Signature	Date
