



## Service Agreement (Full Version)

### ★ SECTION 1 — Welcome & Overview

#### **Welcome to The Psychology Hub (TPH).**

We are committed to providing safe, respectful and culturally responsive care.

As a client of TPH, you have the right to:

- be treated with dignity and respect
- receive clear information about your care
- ask questions at any time
- request a second opinion
- involve a support person if you wish

All clinicians at TPH follow the ethical codes, professional standards and registration requirements of their discipline — including the APS Code of Ethics and Ahpra Psychology Board Code of Conduct (for Psychologists), the AASW Code of Ethics (for Social Workers), the ANZACATA Code of Ethics (for Art Therapists), and the ACA or PACFA Codes of Ethics (for Counsellors) — as well as all relevant Australian legislation..

This agreement outlines what to expect, your rights, and how we work together.

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### ★ SECTION 2 — Confidentiality & Privacy

All information shared in your treatment is confidential and secure, except when:

1. It is subpoenaed by a court;
2. Disclosure is required to protect you, a child, or another person from serious harm;
3. You provide prior approval for us to:
  - (a) write a report to another professional or agency (e.g., lawyer, school, employer);  
or
  - (b) discuss information with someone involved in your care (e.g., parent, GP, educator, NDIA/NDIS, WorkCover).

For Medicare, WorkCover and CTP services: documentation to the referer is mandatory under these funding conditions.

### **De-identified information**

TPH and our technology providers may use de-identified (non-identifiable) information for quality improvement, auditing, service development, or health research. No identifiable personal information is used.

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## **★ SECTION 2A — Information Security & Access**

We collect personal information to provide safe and effective care.

All session notes and communications related to your treatment are part of your confidential clinical record.

### **How your records are stored**

- Records are securely stored in Halaxy, our encrypted clinical software.
- Only authorised staff can access your file for clinical or essential administrative purposes.

### **Your right to access your records**

You may request access to your records (with some exceptions where required by privacy, legal or child-safety considerations).

Requests must be made in writing, and an administrative fee may apply.

### **Corrections**

If information in your record is inaccurate, you can request a correction in writing.

### **How long we keep your information**

- Adults: records are kept for 7 years after your final appointment.
- Children: records are kept until age 25.

If your clinician leaves or the practice closes, records remain securely stored for the required period.

## **★ SECTION 2B — Professional Supervision (De-identified & Confidential)**

To ensure safe, ethical and high-quality care, all TPH clinicians participate in regular professional supervision.

Supervision helps your clinician stay up to date, reflect on practice, and maintain high clinical standards.

### **In supervision:**

- your case may be discussed in a fully de-identified way
- your name and any identifying details are not shared
- supervisors are bound by the same confidentiality and ethical standards as your clinician

Supervision is a normal part of professional practice across psychology, counselling, social work and art therapy.

## ★ SECTION 2C — Access by the Practice Director

To ensure the safety, quality and continuity of your care, the Practice Director and authorised senior staff (such as our Practice Manager) have secure access to client records.

This access is used only when necessary, such as for:

- quality assurance or clinical governance
- supporting your clinician (e.g., illness, leave, or staff changes)
- assisting with complaints, incidents or risk management
- resolving administrative or technical issues
- providing records to you upon request
- ensuring clinicians meet documentation requirements

We do **not** read client records for any other purpose.

All staff with access are bound by strict confidentiality, privacy law, and the ethical codes relevant to their profession (e.g., psychology, counselling, social work, art therapy), as well as Ahpra requirements where applicable.

## ★ SECTION 3 — Informed Consent

Before and during your treatment, we want you to feel informed, comfortable and in control of your care.

You have the right to:

- understand your treatment, including the purpose, benefits and possible risks
- ask questions at any time
- take things at your own pace
- request a second opinion or discuss alternative options
- involve a support person in appointments if you wish
- stop, pause or change treatment at any time

Your clinician will explain:

- what to expect in therapy
- the approaches they may use
- any limits or risks (e.g., emotional discomfort when discussing difficult topics)
- if a particular treatment may not be suitable for you

We will always respect your preferences, cultural needs, communication style and personal boundaries.

## ★ SECTION 3A — Your Responsibilities as a Client

To help us provide the best possible care, we ask that you:

### 1. Attend appointments

- Please attend your scheduled appointments and be on time.
- Appointment reminders (SMS/email) are provided as a courtesy only.
- It is your responsibility to remember your appointment, even if a reminder is not received.
- If you prefer reminders at specific times, or via SMS only, email only, or both, please let us know and we can personalise this for you.
- If your session is by phone, we will call you twice. If you do not answer after two attempts, the appointment will be marked as a no-show and charged accordingly.
- If you are late, the session will still finish at the scheduled time.

### 2. Provide accurate information

- Be honest and open with your clinician.
- Tell us if anything changes that may affect your care (e.g., medication, safety concerns, contact details, custody arrangements).

### 3. Respectful communication

- Please treat all staff with courtesy and respect.
- Threatening, abusive or unsafe behaviour may result in services being discontinued.

### 4. Fees and payment

- Fees must be paid at the appointment or via the payment method on file.
- If your funder (Medicare, NDIS, WorkCover, other insurance) does not pay, you are personally responsible for the fee.
- Cancellation and DNA fees apply as per our policy.

### 5. Keep your contact details updated

- Please ensure your email, phone number and emergency contact remain current.

### 6. Notify us if you cannot attend

- Let us know as early as possible if you need to cancel or reschedule.
- Our cancellation policy applies to late changes and missed appointments.

### 7. Use services appropriately

- Therapy is a shared process.
- Please discuss any concerns early so we can adjust the approach where needed.

## ★ SECTION 4 — Practitioner Role, Scope & Cultural Safety

All clinicians at The Psychology Hub (TPH) are qualified, registered, and insured. We are committed to providing safe, ethical and culturally responsive care.

### **Our role is to:**

- provide evidence-based psychological, therapeutic or counselling support (depending on their profession and scope)
- work within our professional scope, training and experience
- explain your treatment options and what to expect
- maintain professional boundaries at all times
- ensure your care is safe, respectful and aligned with ethical standards
- refer you to other professionals if your needs fall outside our scope

You can verify your clinician's registration or membership with their professional body (e.g., Ahpra, AASW, ANZACATA, PACFA/ACA)

### **Culturally safe care**

We aim to provide care that is culturally safe for all clients.

We recognise the unique needs of Aboriginal and Torres Strait Islander peoples, and people from culturally, linguistically and spiritually diverse backgrounds.

Please let us know any cultural, spiritual, communication or accessibility needs so we can support you respectfully.

### **What we do not provide**

Unless specifically arranged and quoted, TPH clinicians do **not** provide:

- medico-legal assessments
- court reports
- assessments for legal proceedings
- capacity reports for tribunals
- letters of support for purposes outside our scope

If you require one of these, we will discuss this with you and refer you to an appropriate provider.

### **Boundaries and professionalism**

Your clinician will not:

- engage in dual relationships
- connect with you via social media
- provide therapy outside agreed platforms (e.g., via personal messaging apps)
- continue therapy where a conflict of interest exists

This ensures your therapy remains safe, professional and focused on your care.

### ★ SECTION 5 — AI Scribe (Optional & Secure)

Your clinician may use an **AI-assisted clinical scribe** during your session to help create accurate clinical notes. This allows your clinician to be more present and focused while still ensuring your record is complete.

- The AI system is secure and encrypted.
- No audio or video is permanently stored.
- Only your clinician and authorised senior staff can access the written notes.
- You can opt out at any time—just let your clinician know.

Using an AI scribe is optional and will not affect the quality of your care.

### ★ SECTION 6 — Fees, Payments & Funding

#### **Service Fees**

Fees are payable at the time of your appointment, either using automatic payments or at the end of the session.

Accepted payments include: credit/debit card, cash, PayPal, BPAY or automatic debit via Halaxy.

#### **Full Fee Schedule**

A complete list of fees, including assessment and report pricing, is available on our website:

👉 [www.thepsychologyhub.com.au/fees](http://www.thepsychologyhub.com.au/fees)

Fees update periodically; the current fees are always displayed via our website.

#### **NDIS Payments**

- Self-managed or Nominee-managed: fees are payable at the time of the appointment.
- Plan-managed or Agency-managed: invoices are sent to your Plan Manager and must be settled within 7 days.

If your NDIS Plan does not have enough funds, you are personally responsible for payment.

#### **Personal Liability**

If Medicare, NDIS, WorkCover or any other third-party funder does not pay, you are personally responsible for the full fee.

Debt collection services may be used for unpaid fees.

#### **Halaxy Processing Fees**

By receiving services at TPH, you agree to cover any Halaxy payment processing fees applied to your credit/debit card (these fees do not apply to NDIS participants).

#### **Medicare Rebates**

You must pay the full fee upfront.

If eligible, Medicare will reimburse a partial rebate into your bank account. Rebate amounts vary depending on the referral type and service.

We do not bulk bill.

### **Online Medicare Rebates (Instant Claiming)**

If eligible, we can process your Medicare rebate online through Halaxy so you don't need to visit Medicare.

You can check which bank account your rebate will go to via your **myGov** account.

### **Complaints**

You can make a complaint to any staff member in person, by phone or by email.

Our complaints procedure is available on request and on our website.

NDIS participants may also contact the NDIS Quality & Safeguards Commission.

Concerns about professional conduct may be raised with the appropriate regulatory or professional body for your clinician's discipline — for example, Ahpra or the Office of the Health Ombudsman (Qld) for psychologists, the Australian Association of Social Workers (AASW) for social workers, ANZACATA for art therapists, and PACFA or the ACA for counsellors.

### **Easy Read Documents**

We provide a range of easy-read documents on our website including privacy information, decision-making supports, consent, feedback, and complaints forms.

### **Advocates**

You are welcome to use an advocate to support you. Please let us know if someone is authorised to speak on your behalf.

### **NDIS Exit Process**

You can end this agreement with 4 weeks' notice.

We will offer:

- an exit interview
- a satisfaction survey
- handover to another provider
- a treatment summary (if needed)

### **NDIS Transition Plan**

If you move to another practitioner within TPH, or leave our service, your practitioner will offer to complete a transition plan (billed to your NDIS Plan).

### **Support Plan (NDIS)**

NDIS participants or parents are required to complete an annual support plan as part of clinical care (billed to your NDIS Plan).

### **NDIS Audit**

As an NDIS provider, we undergo regular independent audits which may involve participant records or feedback.

### **Changes to This Agreement**

Any changes must be agreed to in writing.

A new agreement is usually requested every 12 months or sooner if needed.

## ★ SECTION 7 — Cancellation, No-Show & Reschedule Policy

We reserve your appointment time just for you.

To maintain fairness for all clients and ensure our clinicians' time is respected, the following policy applies:

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### Notice Period

A minimum of 2 business days' notice is required for any cancellation, reschedule, or late change.

Business days are Monday–Friday (excluding public holidays).

Weekend days are not counted toward notice.

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### Cancellation Fees

The following fees apply to late cancellations, late reschedules, missed appointments and no-shows:

#### Non-NDIS Clients

- Less than 2 business days' notice: \$110 cancellation fee
- No-show: full session fee
- If we are able to fill your appointment, no fee will be charged

#### NDIS Participants

NDIS participants are charged in accordance with the NDIS Pricing Arrangements:

- Less than 2 business days' notice: 100% of the session fee
  - No-show: 100% of the session fee  
Charges are claimed from your NDIS plan (or your card on file if self-managed).
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### Lateness & No-Shows

#### Online Sessions

- If you are more than 15 minutes late, your clinician will end the session
- This will be charged as a no-show

#### Phone Sessions

- We will call you twice
- If you do not answer both attempts, the session will be marked as a no-show and full fees apply

#### In-Person Sessions

- If you arrive late, the session will still finish at the scheduled time
- If you do not arrive, this is a no-show

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## Reminders

SMS and email reminders are provided as a courtesy only.  
It is your responsibility to remember your appointment.  
We can customise reminders if requested.

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## How to Cancel

You can cancel by:

- Phone: 1300 3666 14  
(Reception hours: Mon–Thu 7:30am–7:30pm, Fri until 7pm, Sat 8am–1pm AEDT)
  - Replying NO to your SMS reminder
  - Using the appointment link in your confirmation email
  - Emailing: info@thepsychologyhub.com.au
  - Emailing your clinician directly
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## Why We Charge Cancellation Fees

Late cancellations and no-shows:

- prevent other clients from accessing support
- directly affect clinicians (contractors are unpaid for missed sessions)
- impact business costs that cannot be recovered

Fees ensure that your clinician's time, expertise and preparation are respected.

## ★ SECTION 8 — Telehealth Consent

You may choose to receive your sessions by **telehealth**, which includes video or telephone. Telehealth is used for the same purposes as in-clinic sessions and follows the same professional and privacy standards.

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## Telehealth (Video via CoviU)

We use **CoviU**, an Australian telehealth platform that is private, secure and compliant with Australian privacy and health data legislation.

- CoviU does not record or store audio, video or files after your session.
- No special software or accounts are required — you simply click the link provided.
- All information shared during the session is encrypted and remains between the call participants.

- You will receive your video link via SMS and/or email before your appointment.
  - Please enter the virtual waiting room on time.
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### **Your Rights with Telehealth**

- You can withdraw from telehealth at any time without affecting your future care.
- You may choose a different mode of therapy (video, phone, or in-clinic) with notice to your clinician.
- Risks of telehealth may include technical issues, network disruptions or someone entering your space unexpectedly.
- Please ensure you are in a private, safe and confidential location for your appointment.

If you do not wish to use telehealth at any point in your care, please tell your clinician

### **★ SECTION 9 — Working With Children & Young People (Under 18) & Parent/Guardian Consent**

This section applies when a young person (under 18 years) receives care.

If you are an adult client, please write **N/A** in the signatory box.

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### **Definitions**

- Young person: Anyone under 18 years old receiving support.
  - Parent / caregiver / legal guardian: The person legally responsible for the young person and who authorises treatment.
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### **Confidentiality With Young People**

When working with young people, therapists must follow both legal and ethical requirements.

- Young people have the right to privacy and confidentiality in therapy.
- We cannot share personal information, session details, or disclosures with a parent or caregiver unless:
  1. The young person consents, or
  2. The young person is not developmentally able to understand confidentiality, or
  3. There is a risk of harm to the young person or another person, or
  4. Information is legally required to be shared (e.g., child protection, court orders).

This aligns with the ethical and legal requirements of Ahpra, APS, AASW, ANZACATA, ACA/PACFA, relevant child-safety legislation, and the 'mature minor'/Gillick competence principles.

We will always encourage safe communication between young people and their families where appropriate.

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## Parent/Guardian Presence at Appointments

By signing this section, you give permission for your child to attend appointments:

- With or without your presence, depending on clinical needs.
- You agree to remain contactable by phone or email during all sessions.
- You understand that you may be asked to join the session when appropriate.

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## What Parents/Guardians Can Expect

Parents and caregivers can expect to receive information about:

- general progress
- attendance
- safety concerns
- important treatment recommendations
- administrative matters (scheduling, fees, NDIS requirements, etc.)

However, therapists **cannot** share private details from the young person's sessions without consent unless required for safety.

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## Young Person's Rights

Young people have the right to:

- attend sessions privately
- have their confidentiality respected
- be involved in decisions about their care
- ask for a support person if they choose
- express concerns safely
- request limits on what is shared with parents (unless safety is involved)

### ★ SECTION 10 — Separated Parents, Consent & Communication

If parents are separated, divorced or share parental responsibility, it is the responsibility of the parent engaging our services to ensure that all other legal guardians are aware of, and consent to, the young person receiving therapy.

The Psychology Hub (TPH):

- does not mediate parental disagreements
- requires all parents with legal parental responsibility to consent to services

- must be informed in writing of any Court Orders (parenting orders, DVOs, safety plans, custody arrangements)
- cannot withhold information from a legal guardian unless legally required (e.g., DVO conditions)

If parents disagree about treatment:

- We may **pause services** until consent or clarity is obtained
- We may request copies of Court Orders or written agreements between parents
- We will prioritise the young person's safety and stability

The parent signing this agreement confirms that they have the authority to consent to therapy and that no orders prevent the young person from accessing treatment.

### ★ SECTION 11— Practitioner Solicitation, Boundaries & Continuity of Care

All clinicians at TPH operate under strict ethical and professional boundaries. To maintain continuity of care and protect client privacy:

- Clinicians must **not** solicit, encourage, or request that clients follow them to another service or private practice.
- Clinicians may not provide personal contact details or invite clients to search for them online or on social media.
- Clients must not be approached or enticed to transfer care following a clinician's departure from TPH.
- Any request by a client to transfer to a departing practitioner must be initiated **solely by the client**, not the practitioner.
- All transfer-of-care requests must be processed formally through TPH to ensure safe file management and continuity of care.

If a clinician leaves TPH:

- Your records remain securely stored with TPH.
- TPH will support continuity of care and offer alternative clinicians.
- Records are only transferred at the *written request* of the client or legal guardian.

### ★ SECTION 12 — Independent Practitioner Status

The Psychology Hub (TPH) operates on a model of independent practitioners. Each clinician is an independent contractor who provides professional services within our practice.

#### What this means for you

- Your clinician is responsible for your assessment, therapy, clinical decisions, documentation, and professional conduct.

- Each clinician is independently registered or accredited with the appropriate professional body for their discipline (e.g., Ahpra, AASW, ANZACATA, PACFA/ACA), is professionally insured, and operates under their own regulatory, ethical and professional obligations.
- Independent practitioners set their own fees for the services they provide.
- TPH manages bookings, payments, policies, governance and secure record-keeping to support safe and consistent care.

### **Cancellation Fees & Practitioner Discretion**

TPH has a strict cancellation and no-show policy (see Section 7).

Independent practitioners agree to follow this policy; however, as contractors, the final decision to apply, waive or adjust cancellation fees remains at the discretion of the treating practitioner.

- Discretion is used sparingly and only in exceptional circumstances.
- Clients should not expect cancellation fees to be routinely waived.

### **★ SECTION 13 — Digital Communication, Email, SMS & Social Media Boundaries**

We use digital communication to support your care, however we have strict boundaries to ensure privacy, safety, and professional conduct.

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#### **13.1 Email & SMS Communication**

Email and SMS are used for:

- appointment confirmations and reminders
- sending invoices or receipts
- administrative communication
- sending telehealth links
- brief, non-clinical instructions from your clinician

**Emails and SMS are *not* suitable for:**

- therapy discussions
- crisis communication
- urgent concerns
- providing updates outside sessions
- lengthy clinical questions
- sharing sensitive personal information

Your clinician may request that clinical matters be discussed **in session only**.

TPH takes all reasonable steps to protect privacy, but digital communication carries risks (misdelivery, interception, delays).

By using email/SMS, you accept these risks.

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### 13.2 Response Times

We do not offer on-demand communication outside sessions.

- Emails and SMS may take **1–3 business days** to be read and responded to.
- Clinicians may not check their messages daily or outside business hours.
- For urgent needs, please use emergency services (see Section 14).

If your matter is time-sensitive, **please call reception** on 1300 3666 14 rather than emailing.

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### 13.3 Social Media & Online Boundaries

To protect your confidentiality and maintain ethical boundaries:

- Clinicians cannot add, follow, or interact with clients on social media.
- Clinicians will not accept friend requests or direct messages.
- Clients should not contact clinicians through social media platforms.
- Reviews or public comments may reveal your identity; we cannot respond to them due to confidentiality laws.

This ensures therapy remains safe, confidential, and professionally boundaried.

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### 13.4 Communication With Minors

For young people under 18:

- Direct SMS/email communication with a minor is limited to essential appointment-related communication only.
  - Clinical communication will occur with the young person **in session**, not via text.
  - Parents/legal guardians remain the primary contact for administrative matters.
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### 13.5 Communication Between Sessions

To avoid therapy becoming “text-based” or replacing sessions:

- Clinicians cannot provide therapy or extended advice via text or email between appointments.
  - If significant clinical issues arise between sessions, an earlier appointment may be recommended.
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## 13.6 Voicemail

If you reach voicemail:

- Please leave a message with your name, number, and reason for calling.
  - Voicemails are checked during business hours only.
  - Not all clinicians have same-day capacity to return calls.
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## 13.7 — File Requests & Documentation

Requests for letters, reports, summaries or forms must:

- be submitted in writing
- be discussed with your treating clinician
- may require an appointment or attract additional fees
- require up to 20 business days for completion, depending on the complexity of the request, clinician workload and professional obligations

Urgent or time-sensitive documentation may incur additional fees and cannot always be guaranteed.

### What TPH is responsible for

- Providing the administrative, governance and policy framework
- Ensuring all practitioners meet registration and insurance standards
- Protecting privacy, records and data security
- Maintaining clinical governance and compliance
- Providing safe systems, policies and escalation pathways

### If your practitioner leaves TPH

- Your clinical records remain securely stored with TPH (as required by law).
- TPH will support continuity of care by offering alternative clinicians.
- A transfer of care to a departing practitioner can only occur when:
  - you independently initiate the request, and
  - there has been no solicitation or influence by the practitioner, and
  - it is clinically appropriate, and
  - the transfer is completed formally through TPH.

### If your practitioner works elsewhere

Services provided outside TPH (e.g., private practice, another clinic, separate online platform) are separate from TPH.

TPH is not responsible for services delivered outside our practice.

## ★ SECTION 14 — Emergencies, Crisis & After-Hours Support

The Psychology Hub (TPH) is **not** a crisis or emergency service.

We cannot provide urgent or immediate support outside scheduled appointments.

If you are unsafe or in immediate danger — **call 000 immediately.**

**Crisis support information is available on our website.**

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### Updated After-Hours Contact

After-Hours Contact

- Most clinicians work set days only, which are listed at the bottom of their email signature.
- Clinicians may not check emails, SMS, voicemail or Halaxy messages on days they do not work.
- Messages received outside your clinician's working days or outside business hours will be responded to during their next scheduled workday.
- TPH does not provide after-hours, on-call, or same-day urgent appointments.
- Email and SMS are not monitored for crisis situations.

If your matter is urgent, please contact one of the crisis supports listed above (or call 000 if you are in immediate danger).

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### What to Do if You Are Distressed Between Appointments

If significant distress arises between sessions:

- contact one of the crisis services listed above, or
- contact your GP for immediate support, or
- attend your nearest hospital emergency department

Your clinician may arrange an earlier appointment **if clinically appropriate and available**, but this cannot be guaranteed.

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### Safety Planning

If you are concerned about your safety, please discuss this with your clinician so that a **safety plan** can be developed.

This may include coping strategies, crisis contacts, emergency contacts and support options.