

Privacy Policy & Informed Consent

Health Care Service

To provide quality healthcare, I collect and record relevant personal and health information in accordance with the Health Records Act 2001. This information may be used to support your care, administration, billing, Medicare and HIC requirements, referrals, and communication with other healthcare providers, including feedback to your referrer where appropriate.

Purpose of Collecting and Holding Information

I collect personal and health information required for assessment, diagnosis, treatment, and psychological services. Clinical records support safe, informed care and are maintained in accordance with legal and professional obligations. Your personal information is managed in accordance with the following:

- Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs);
- Health Records Act 2001 (Vic) and the Health Privacy Principles (HPPs);
- Health Practitioner Regulation National Law; and
- Psychology Board of Australia Code of Conduct.

Clinical Records

Clinical records are stored securely using Halaxy, a practice management system that complies with Australian privacy and security standards. Paper records are retained in accordance with legal and professional requirements and are securely destroyed when no longer required. You may request access to your health information in accordance with applicable legislation, although access may be limited in some circumstances as permitted by law. Records are retained for at least seven (7) years after your last consultation, or longer where required.

AI-Assisted Documentation

To support accurate and efficient clinical documentation, I use **NovoNote**, an Australian AI-assisted clinical documentation platform. NovoNote assists with preparing clinical notes, summaries, and reports. AI is used only as a documentation support tool. It **does not make clinical decisions or replace professional judgement**. All documentation is reviewed, edited where necessary, and approved by me before it becomes part of your clinical record.

Information processed through NovoNote is securely stored on Australian servers using industry-standard security measures. If you have questions or concerns about AI-assisted documentation, please discuss them with me before or during your treatment.

Confidentiality & Privacy

Personal information collected during service delivery is kept confidential and stored securely in accordance with legal and professional requirements. Information will only be disclosed in limited circumstances, including:

- where required by law, such as under a court subpoena;
- where there is a serious and imminent risk of harm to you or another person;
- where you have provided prior consent for information to be released, such as providing a written report to another professional or agency, or discussing relevant information with a third party.

In line with professional and ethical obligations, your psychologist may discuss aspects of your care in professional supervision with another qualified psychologist to support safe and effective practice. In these circumstances, information will be de-identified so that you cannot be recognised.

Exchange of Client Information

During assessment and treatment, it may be necessary or helpful to communicate with people or organisations connected to your treatment goals. This may include your GP, specialist, parent or carer, WorkCover, Victims of Crime, or TAC.

If you intend to claim rebates from Medicare or another organisation, such as WorkCover or TAC, your clinician may need to provide summary reports about your treatment progress. For Medicare claims, these reports are usually sent to your referring GP.

Email/Telephone Contact

Email and telephone contact is limited to practical matters, such as appointment scheduling. As my primary focus is clinical work, I may not always be available to answer calls. You are encouraged to leave a message, and I will respond to enquiries during business hours as soon as practicable.

Please note that I do not provide crisis intervention services and cannot respond during emergencies. If you are experiencing a mental health crisis, contact the appropriate emergency service, attend your nearest hospital emergency department, or contact Lifeline on 13 11 14. If the situation is life-threatening, call 000 immediately.

Fees

As of July 1st 2026 the fee for each appointment is \$250.00. If you have a Mental Health Care Plan from your GP, the Medicare rebate is \$149.05, leaving an out-of-pocket cost of \$100.95 per appointment. Fees are subject to annual review.

Full payment of \$250.00 is due on the day of your appointment. Medicare will then deposit your rebate directly into your nominated bank account, usually within 24 hours.

Payment options are as follows:

- In-clinic appointments may be paid by EFTPOS.
- Telehealth appointments may be paid by direct deposit or online payment.
- Bulk billing services and legal reports are not provided.

Reports, Letters & SEAS Application Services

Requests for letters, reports, and SEAS application services must be made in writing with at least three (3) weeks' notice. You will be advised of the applicable fee before the request is prepared. Full payment is required before any report or letter is released.

Cancellation & Non-Attendance Policy

Due to high demand, a strict cancellation and non-attendance policy applies. If you need to reschedule or cancel your appointment, two days' notice is required so the appointment can be offered to someone on the waiting list.

From 1 July 2026, a \$150 fee applies for cancellations made less than 24 hours before the appointment. Cancellation on the day of the appointment, or non-attendance at a confirmed appointment, requires payment of the full appointment fee. Payment must be made before any future appointments are scheduled.

A zero-tolerance policy applies to behaviour that threatens the safety or wellbeing of anyone in the health setting. This includes verbal abuse, physical violence, bullying, harassment, or intimidation during sessions, by email, or by telephone. Such behaviour will not be tolerated and may result in termination of services.

I/We have read and understood this document and agree to the conditions of services provided by Katina Moisis – Clinical Psychologist.

Client Name: _____ **Client Signature:** _____ **Date:** _____

Parent/Guardian Name: _____ **Parent/Guardian Signature:** _____ **Date:** _____

Emergency Contact Name: _____ **Number:** _____