



ELYSIUM GROUP

Client Charter

Elysium Group Pty Ltd regards people as intrinsically valuable and respect their rights, including the right to autonomy and justice. Elysium Group Pty Ltd engages in conduct which promotes equity and the protection of people's human, legal, and moral rights. They respect the dignity of all people and peoples.

As a client of Elysium Group Pty Ltd, you have rights that are important for you to understand to ensure the best management of your mental health needs.

Privacy and Confidentiality

This client charter is designed to inform you about the management of information that you disclose to your psychologist. Psychological treatment is a highly personal experience and it is important for the success of treatment that you have confidence in the responsible gathering and retention of your personal information and records.

As part of providing a psychological service to you, Elysium Group Pty Ltd will need **to** collect and record personal information that is relevant to your current situation. Collection of personal information is necessary to ensure the most effective and accurate psychological assessment and therapy.

Information is gathered as part of the assessment, diagnosis and treatment of an individual and is managed by your treating psychologist. The information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service.

You psychologist may disclose confidential information obtained in the course of treatment only under any one or more of the following circumstances:

- a) with you consent or a person with legal authority to act on your behalf;
- b) where there is a legal obligation to do so;
- c) if there is an immediate and specified risk of harm to an identifiable person or persons that can be averted only by disclosing information; or
- d) when consulting colleagues, or in the course of supervision or professional training, provided the psychologist:
 - conceals the identity of clients and associated parties involved; or
 - obtains the client's consent, and gives prior notice to the recipients of the information that they are required to preserve the client's privacy, and obtains an undertaking from the recipients of the information that they will preserve the client's privacy

There may be times where, as part of the assessment and therapy process, it may be helpful for your psychologist to liaise with other people or agencies that are relevant to your therapy goals (i.e. supervisor, GP, specialist, parent, educational institution, WorkCover, etc).



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Please note that if you intend to claim rebates from Medicare or another organisation (such as WorkCover or TAC) then your psychologist must provide summary reports to external agencies regarding your treatment progress. Under the Medicare scheme these reports will normally be sent to your GP or psychiatrist.

Accessing your Client Information

A client has the right to access information in their file, unless one of the exceptions applies.

- giving access would pose a serious threat to the physical or mental health of any individual
- giving access would jeopardise the privacy of others
- giving access would hinder any law enforcement activities

If you wish to view and / or have a copy of the material recorded in your file then, by law, it is necessary to make the request in writing and send it to:

Attention: [name of your treating psychologist]
c/- Elysium Group Pty Ltd
Suite 101, 416 Mt Alexander Rd,
Ascot Vale, VIC, 3032

Elysium Group may take up to 14 days for arrangements to be made.

Competence

Elysium Group Pty Ltd ensures that the treating psychologists are competent to deliver the psychological services they provide. They must provide beneficial treatment at all times. Elysium Group Pty Ltd seeks to protect the interests of the individuals with whom they work. The welfare of clients and the public, and the standing of the profession, take precedence over the company or psychologist's self-interest.

Integrity

Elysium Group Pty Ltd recognise that the knowledge of the discipline of psychology, their professional standing, and the information they gather place them in a position of power and trust. All employees or representatives of Elysium Group Pty Ltd exercise their power appropriately and honour this position of trust, keep faith with the nature and intentions of their professional relationships and act with probity and honesty in their conduct.



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Fee Schedule ¹

APS 2013-2014 Schedule of recommended fees **\$228/ hour**

The fees are calculated on the assumption that one hour of billable time will involve an additional average of half an hour of associated non-billable professional time.

Self-funded treatment (with Mental Health Care Plan ⁴)	\$ 115.00/ hour
Self-funded treatment (w/o Mental Health Care Plan)	\$ 200.00/ hour
Third party funded treatment	\$ 200.00/ hour

Elysium Group Pty Ltd offers significantly discounted² psychological treatment to individuals experiencing financial hardship³

¹Fees schedule subject to change

² with minimal out of pocket expenses for individuals on a Mental Health Care Plan.

³ Students, low income earners, pensioners or individuals on Government benefits or any individuals who may be experiencing financial difficulty due to changes in income or expenditure, changes in employment status (such as losing a job or having hours reduced), significant life events, injury or illness, emergency event or natural disaster.

⁴ <http://www.psychology.org.au/Assets/Files/2013-Medicare-fact-sheet-mental-health-rebates.pdf>

Please pay all fees by cash at the conclusion of each session, unless another arrangement has been made with your treating psychologist.

Cancellation Policy

If you need to cancel or postpone the appointment, please give your psychologist at least 24 hours' notice

Elysium Group Pty Ltd will charge a \$50 fee for any appointments cancelled within 24 hours of the allocated appointment time or for any "no show" appointments. You are expected to finalise this fee prior to any further treatment being offered.

Please note it is often very difficult for a psychologist to book a new client at very short notice. Therefore cancellations or now shows restrict the access for other clients. Elysium Group Pty Ltd incurs room rental fees due to the allocation of time for your appointment. So we hope you understand and appreciate why we must charge a cancellation fee for cancelled/ missed appointments.

Medicare or health insurance rebates are not applicable to cancellation fees.



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Confirmation of Informed Consent

I have read, understood and agree to the conditions outlined in the client charter.

I agree to the provision of psychological services provided by Elysium Group Pty Ltd

Client Details

Name: _____

Signature: _____

Date: _____

Psychologist Details

Name: _____

Signature: _____

Date: _____