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STRON MINDS INFORMATION SHEET & PRIVACY COLLECTION STATEMENT

Important notes to read prior to providing consent to working with a clinician at Strong Minds

Referrals - (GP, Paediatrician)

- ❖ No referrals/rebates are applicable for Provisionally Registered Psychologist or Mental Health Practitioner sessions. However, your Provisional Psychologist or other Mental Health practitioner can communicate with your other professional about the intervention engagement.
- ❖ Referrals, re referrals and updated mental health care plans are the responsibility of the client or parent / carer to organise and provide to Strong Minds. A Psychologist requires a current Mental Health Care Plan and a current referral or re-referral letter to provide service that obtains a Medicare rebate.
- ❖ [Better Access Scheme Information](#)

Medicare

- ❖ **Intervention sessions** under a Mental Health Care Plan need a referral from your GP or Paediatrician at or before the initial session in order to receive a rebate from Medicare for our Registered psychologists.
- ❖ **Intervention sessions** under a Chronic Disease Management Plan need a referral from your GP or Paediatrician at or before the initial session in order to receive a rebate from Medicare for our Registered Psychologists or Occupational Therapist.
- ❖ **Autism assessments/therapy** have specific Medicare items, and need a referral from your Paediatrician at or before the initial session in order to receive a rebate.
- ❖ [Care Plans Information](#)

Private Health Insurance

- ❖ Some private health funds offer rebates for sessions with Registered psychologists. Contact your provider in order to determine eligibility. Claims cannot be made to both Medicare and a private insurer. Private Health insurance rebates will need to be claimed by you by using a paid receipt after the appointment, as we don't have the capability to process private health rebates.

Other Funding Schemes (e.g. NDIS, TAC, WorkCover, Victims of Crime)

- ❖ All claim information & documentation must be provided to the customer service team & approved by the finance team prior to the initial appointment for us to be able to assist with accessing 3rd party funding. Our clinicians only have capacity to have one VOCAT client at a time.

Finances

<u>SETTLING ACCOUNTS</u>	<u>PAYMENT METHODS</u>
<ul style="list-style-type: none">❖ Payment due <u>on or before</u> date of your appointment❖ If off site, text or email the office your bank deposit receipt to confirm payment You can also call to pay over the phone❖ Medicare claims will be processed by customer service once full payment received❖ Late Payment Fee applies for payments not made on the day – Strong Minds – Service Provision and Fees	<ul style="list-style-type: none">❖ Credit Card/EFTPOS - onsite or securely stored❖ Electronic Bank Transfer or Cash Bank Deposit <p>Account Name: Strong Minds Psychology BSB: 633 000 (Bendigo Bank) Account Number: 157 600 495 ** Please include invoice no. & client name as reference</p>

Modification Policy

- ❖ Late Modification Fee (less than 2 full business days notice) 50% of full fee
- ❖ Less than 1 full business day notice or Non-Attendance Full session fee
- ❖ *No fee charged if appointment filled with another client*
- ❖ *Non face to face intervention work will be completed for all clients that are charged a modification fee*
- ❖ *Cancellations are not eligible for Medicare or insurance rebates. NDIS will pay for cancellations.*

Emergency/Crisis Support

Strong Minds is not an emergency service provider. Intervention support is provided during scheduled appointments – in person, on Telehealth video consult, or via telephone. Customer service staff are available during office hours to assist with enquirers, payments, and scheduling of appointments.



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If you or your loved one need emergency assistance in managing mental health, please contact your GP or one of the following support services.

- ❖ Emergency 000 if you are in immediate danger
- ❖ Kids Help Line 1800 55 1800
- ❖ National Sexual Assault, Domestic Family Violence Counselling Service 1800 737 732
- ** Lifeline 13 11 14
- ** Beyond Blue 1300 224 636

Confidentiality of Client Records

Clinical support can only be provided upon receipt of the completed Consent Form, with signature of adult client, or parents/guardians of the minor. A Confidential File will be commenced & kept in a secure filing cabinet and/or in our practice management software. Access is restricted to the clinician and relevant administration staff, & maintenance of file security remains the responsibility of the clinician. All staff at Strong Minds are bound by a confidentiality agreement.

Clinicians are required to keep adult records for a minimum of seven years following final client engagement, unless legal requirements specify otherwise.

Child/adolescent records are retained until the client reaches the age of 25 years.

Confidential information is disclosed only under one or more of the following circumstances:

- (a) with the consent of the client or the client's parent/guardian if the client is a child
- (b) where there is a legal obligation to do so
- (c) if there is an immediate & specified risk or harm to an identifiable person or persons that can be averted only by disclosing information
- (d) in the course of supervision or professional training, provided the clinician:
 - conceals the identity of clients & associated parties involved, & obtains the client's consent

Collection of Information

Collecting information about you/your child may involve:

- ❖ Interviewing carers &/or teachers
- ❖ Examining background history
- ❖ Examining schoolwork/reports
- ❖ Collecting information important to the case from those who have had responsibility for the care of your child (e.g. paediatricians, audiologists, medical specialists, other educational settings, etc)
- ❖ Based on information contained in the referral form as well as the additional information gathered, formal assessment may be undertaken

Formal Assessment

Concerns about academic performance, behaviour, &/or emotional well-being may warrant such an investigation. Areas assessed by a Clinician may include:

- ❖ Cognitive skills/Intellectual ability
- ❖ Academic skills (e.g. reading, spelling, & mathematics)
- ❖ Behaviour
- ❖ Social Skills
- ❖ Emotional well-being / development
- ❖ Adaptive behaviour

Assessment Results

Feedback is provided to clients or parent / carers in verbal & written format by the clinician. It is the responsibility of the client or parent / carer to distribute assessment reports to additional parties. If an application for funding is being completed by the child's school, an appropriate report supporting this application can be completed for submission, this will be booked into a clinician's calendar and invoiced.

Compliments, Complaints & Feedback

If you do not feel comfortable raising your complaint/feedback with your clinician, you can make a formal complaint to the Strong Minds Complaints Team by completing the form on our website or send an email to feedback@strongminds.net.au

Welcome to the Strong Minds Psychology Community

Thank you for sharing your journey with us, and allowing us to provide support to assist in achieving your well being goals. Please contact us if you have any queries or would like to find out more information.

SMP Information Form & Privacy Collection Statement – All Clinicians, created 23/3/21, updated 2/7/2025, version 1.7, review by 2/7/2026.

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