

Thank you for choosing PsychLab. Before we provide services to you, here are the things you need to know and consent to.

Our Services

We provide psychological services and training. Our most delivered health services are; psychotherapy and counselling for the treatment of mental illness; diagnostic services for mental illness; psychological treatment for recovery from injury; and psychology services that support the functional capacity and independence of people with health conditions. We provide supervision for psychologists and mental health professionals. We deliver training and education to groups.

As with any services, there are benefits, risks, and alternatives. The main benefit to psychological services is gaining insight and skills into thoughts, emotions, and behaviours. This can create improved emotional wellbeing, better stress management, enhanced relationships, greater self-awareness, and coping strategies for challenges. Therapy can lead to meaningful personal growth.

While our services are evidence based, and generally safe and effective, there are some potential risks. Risks may include temporary emotional discomfort, longer treatment time than expected, treatment failure, dependency on the clinician, and changes in relationships or life direction that can be challenging. Sometimes, clients may feel misunderstood or dissatisfied with the process.

Alternatives to our services include evidence-based self-help strategies, support groups, medication prescribed by a GP or psychiatrist, lifestyle changes, or complementary therapies. You are encouraged to discuss these options with your healthcare provider to determine the most suitable approach for your needs.

Your Rights and Responsibilities

All staff and contractors at PsychLab practice under the [Australian Health Practitioner Regulation Agency's Code of Conduct for Psychologists](#). Essentially, this means that you can expect to be provided safe, effective, and collaborative psychological services. You should be respected equally regardless of your background and beliefs. If you are unhappy with the services provided, please let us know straight away. You can talk to any human working here, or email feedback@psychlab.com.au. If you are unable to let us know, or the issue is not resolved, you can notify the Office of the Health Ombudsman (www.oho.qld.gov.au).

Your participation is voluntary. If you do choose to access our services, you are responsible for attending scheduled appointments, engaging in therapy, communicating respectfully, and informing the treating professional about circumstances or changes that affect your wellbeing and treatment. You are responsible for payment of the fees associated with the services we provide you.

Your Information

We collect, record, create, and communicate your personal information only when it is reasonably necessary to provide services to you. For example, we collect information such as your name, contact information, medical history, referrer details, and healthcare cards. We create case notes and reports. We may communicate this information to referrers, such as your General Practitioner (GP), and stakeholders such as your case manager for insurance schemes. We use de-identified information, such as outcome measures, to help us with quality improvement.

Your information is handled and stored in accordance with our Privacy Policy. You can request a copy at any time. Many of our experienced psychologists and clinicians are contractors. Contractors are responsible for maintaining their files. Some of our service delivery includes use of

third-party products and services. We check that the providers of these products state that their policies align with Australian health and privacy standards, or standards that are comparable to this. Third-party products include our email and communication platforms, clinic management software, assessment administration and scoring, notes transcription, and accounting software.

We keep your information securely and in confidence. We only release your information when it required by law or safety, for example, to facilitate emergency service provision.

Fees, Payment, and Cancellation

We will usually tell you what the fees are when you book the appointment. Our full fee schedule is available on request or at www.psychlab.com.au/clinic-and-supervision.html. We charge cancellation fees for late cancellations (≤ 24 hours) if we cannot refill the spot. If 2 appointments are missed without prior notice, we will cancel future appointments. Rebooking will require practice manager or supervising psychologist approval.

Research and Training

We conduct research and training for mental health. **If you are seeing a provisional psychologist or allied health assistant, their work must be overseen by a psychologist supervisor. They must use de-identified client cases for supervision and competency assessment.** Their supervisor must sit in on selected sessions or observe recordings of the sessions. Supervisors adhere to the same Code of Conduct, including confidentiality standards. Otherwise, for non-provisional psychologists, if you would like to allow us to use your information for supervision, training, or research purposes, then you can additionally consent to this below.

I have read and understood the information provided to me including the fees and cancellation policy. I agree to service provision under these terms and conditions.

I can revoke my consent at any time by letting staff know in writing. I can update my consent at any time by requesting and signing a new consent form.