

Psychology Client Agreement – The Wellness Emporium

Updated 15 February 2026

CLIENT AGREEMENT & CONSENT

Psychological/ Counselling Services

In providing a psychological service to you, your Psychologist / therapist will need to collect and record personal information from you that is relevant to your current situation. This information is a necessary part of the psychological assessment and treatment that is conducted.

Your practitioner will collect, store, and utilise this personal information for the purposes of providing services to you in accordance with the relevant privacy legislation and any other legal requirements that may apply.

Billing

I understand that medicare and private health rebates (if applicable) only cover part of the service fee. I understand that I am financially liable for all services provided and I understand that The Wellness Emporium does not offer refunds. Any outstanding invoices are required to be paid in full 3 days from invoice date. All additional costs incurred by the clinic to retrieve moneys owing, which may include legal or debt collector fees, will be at your expense.

Billing Transaction Fees

Transaction fees apply for payments made to your card on file via our medical software, or via our eftpos machine.

- Payments via Online (medical software/ stripe /medipass) = \$0.30c + 1.75% per transaction
- Payments via Eftpos (Tap – credit function) = 1.4% per transaction
- Payments via Eftpos (insert – sav/chq account) = \$0.30 per transaction

Confidentially

All personal information gathered by the therapist during the provision of the psychological service will remain confidential and secure except when:

1. It is subpoenaed by a court; or
2. Failure to disclose the information would in the reasonable belief of The Wellness Emporium place you or another person at serious risk to life, health or safety; or
3. Your prior approval has been obtained to
 - (a) provide a written report to another professional or agency. e.g. GP, school or a lawyer; or
 - (b) discuss the material with another person, eg. a parent, employer or health provider; or
 - (c) disclose the information in another way; or
4. You would reasonably expect your personal information to be disclosed to another professional or agency (e.g. your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected; or
5. Disclosure is otherwise required or authorised by law; or
6. When consulting with colleagues, or in the course of supervision, your psychologist will be required to conceal your identity and any associated parties

involved; and to preserve your privacy at the utmost professional manner in accordance with the APS Code of Ethics.

Access to Client Information

At any stage you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation and the approval of the psychologist to release. The psychologist may discuss with you different possible forms of access. For an average file size there will be a cost of \$70 + GST to process this request.

Contacting the Clinic

Questions between consultations: Queries relating to your treatment are encouraged to be listed and brought up with your practitioner within the consultation environment. This is for their legal and financial protection. General queries can be made by contacting reception via phone, texting is not acceptable.

Short phone consults may be available with your practitioner between consults for a small fee. Please contact our reception for more details.

Telehealth Consent

During your treatment with us you may be provided with the service via Telehealth. The information below is a consent form to enable us to provide services to you in this way. Please read the information and check the 'I agree' box below to confirm your consent

CONSENT FOR PROVISION OF TELEHEALTH SERVICE

Where appropriate the services you receive may be provided by telephone or videoconferencing. Our practice will be responsible for the cost of the call to you and the cost associated with the platform used to conduct telehealth services. You are responsible for the costs associated with setting up the technology (i.e. laptop, phone) needed so you can access telehealth services. Telehealth video is integrated into our booking system and the links are sent to you via our intake form and you do not need to download any additional platform.

To access telehealth consultations you will need access to a quiet, private space; and the appropriate device, i.e. smartphone, laptop, iPad, computer, with a camera, microphone and speakers; and a reliable internet connection. The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used. To support the security of your personal information this practice uses Cliniko which is compliant with the Australian standards for online security and encryption.

LIMITATIONS OF TELEHEALTH

A telehealth consultation may be subject to limitations such as an unstable network connection which may affect the quality of the session provided. In addition, there may be some services for which telehealth is not appropriate or effective. Your practitioner will consider and discuss with you the appropriateness of ongoing telehealth sessions.

BILLING POLICY

For Telehealth consults all billing is managed online, which is secured and encrypted through MediPass & Stripe billing service. At the beginning of your first consult your psychologist will take payment from you (please have your credit card details ready and medicare card details available if a valid mental care plan has been sent through to our team). Once your card details have been entered into our system they will be automatically stored for ease of processing for your next sessions.

AUTHORISED CONSENT FOR CARD STORAGE & PAYMENT

It is a condition of booking with The Wellness Emporium that you provide us with your card details. Card storage and payment processing are done through a secure online system which has bank quality encryption and security.

STRICT CANCELLATION POLICY

As our services and appointment times are in high demand, bookings that Rescheduled or canceled appointments require at least **48 hours prior to your appointment via phone during office hours Monday to Friday 8am-4pm (Monday appointments must be notified by 4pm Friday)**, or online via your cancellation link within your email, to avoid paying our cancellation fee. This will enable us to provide the appointment to other clients in need.

Our cancellation/ reschedule fee for **under 48 hours notice is \$80. Under 24 hours notice and non attendance is 100% of your consultation fee.**

Medicare Rebates, Work Cover and Private Health Fund rebates will not cover the cost incurred for late cancellations or miss appointments.

All additional costs incurred by the clinic to retrieve moneys owing, which may include legal or debt collector fees, will be at your expense. If cancellation occurs on more than one occasion, the clinic may request for full payment at the time of booking.

Cancellation fees are payable at the time of cancellation. Cancellation fees will be charged either online via stored cards or otherwise via payment link.

All appointments are assumed to be confirmed at the time of booking and it is your responsibility to phone our team during office hours 8am-4pm on (07) 55352474 if you wish to cancel or reschedule an appointment. You will receive a reminder only SMS 72 hours prior to your appointment, however these are courtesy reminders only and not to be relied on.

Please note: Full payment or deposits are required at the time of booking to secure your appointment. Payments are **non-refundable**, however they can be **transferred to another appointment** if you need to reschedule **outside of the cancellation period**.

Your credit will remain valid for **12 months** from the original booking date. After this time, the credit will expire and cannot be redeemed.

AI NOTE-TAKING ASSISTANCE CONSENT

At The Wellness Emporium, we use AI-assisted technology to document our consultations with accuracy and efficiency. This system transcribes conversations in real time, ensuring that no recordings are stored. Your informed consent is required for us to use this technology during your sessions.

You have the option to either consent or not consent to the use of AI-powered note-taking. If you choose to consent, rest assured that your information will be handled with the highest level of confidentiality and care. By signing this consent form, you authorise your clinician to utilise AI-powered note-taking during your consultation.

If you choose not to consent, your session will continue as usual without the use of AI-assisted technology.

You may revoke your consent at any time without affecting your status as a patient at The Wellness Emporium.