THE WELLNESS EMPORIUM

2/19 James St, Burleigh Heads QLD 4220 · (07) 5535 2474 · hello@thewellnessemporium.com.au

Psychology Client Agreement

Updated 1 November 2026

1 Client Agreement & Consent

PSYCHOLOGICAL / COUNSELLING SERVICES

In providing a psychological service to you, your psychologist 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 use 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.

IN AN EMERGENCY

The Wellness Emporium is not a crisis or emergency service. If you or someone else is at immediate risk, call 000 or go to your nearest hospital emergency department. For 24-hour crisis support, call Lifeline on 13 11 14.

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.

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.

Payment disputes (chargebacks). If you have a concern about a payment, please contact us first so we can resolve it with you directly. If you dispute or reverse a payment through your bank or card provider (a chargeback) for services that have already been provided, the full amount remains owing to The Wellness Emporium, together with any chargeback or dispute fees charged to the clinic. We may provide your bank with appointment and invoice records (not your clinical notes) to respond to the dispute, and may require outstanding amounts to be paid before further bookings are made.

YOUR PRIVACY, CONFIDENTIALITY AND HEALTH RECORDS

The Wellness Emporium handles your personal and health information in line with the Privacy Act 1988 (Cth), the Australian Privacy Principles and our Privacy Policy, available on our website or on request. Your records are kept securely in our practice management system, Cliniko, and are accessible only to the practitioners and staff

involved in your care and in running the clinic.

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

1. it is required by a subpoena or court order, or disclosure is otherwise required or authorised by law (for example, mandatory reporting obligations); or
2. failure to disclose the information would, in the reasonable belief of your psychologist, place you or another person at serious risk to life, health or safety; or
3. your prior consent 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, e.g. 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.

When consulting with colleagues or in supervision, your psychologist will not disclose your identity or the identity of anyone associated with you, in line with their professional and ethical obligations.

Access and correction. You can ask to see or correct the information we hold about you at any time, and we will respond within 30 days. Your psychologist may offer a written summary of your records, or go through them with you, and you can still ask for a copy of the records themselves. In the limited circumstances allowed by the Privacy Act (for example, where access would pose a serious threat to someone's health or safety, or would unreasonably affect another person's privacy), we may refuse or limit access, or provide it through an agreed intermediary such as your GP. If so, we will tell you why in writing. An administration fee of $70 + GST will apply to prepare copies of an average-sized file.

Concerns. If you have a privacy concern, contact our Administration team at hello@thewellnessemporium.com.au.

POLICY UPDATES

I understand that the agreement may change from time to time and will come into effect when the updated terms and conditions are directly emailed to you or posted to The Wellness Emporium website. My continued use of The Wellness Emporium services indicates that I have read, understood and agreed to the current version of the Agreement. If I do not agree to the terms and conditions of the current agreement, I agree to cease the use of The Wellness Emporium services immediately. Any new use of my health information, including any new AI tool, will only begin with my express consent.

2 AI Tools in Your Sessions

Your psychologist will only use an AI scribe in your sessions with your consent. If you consent, the AI scribe (Heidi) transcribes your session in real time to help your psychologist write clinical notes. No audio recordings are kept, and your psychologist reviews the notes before they are saved. If you do not consent, your sessions continue as usual with notes taken manually. You can change your choice at any time by telling your psychologist or reception, and it won't affect your care.

If your psychologist uses any other AI tool (for example, to help draft a report or referral letter), your name, date of birth, contact details and identifying numbers are removed first, and your psychologist reviews everything before it is used. AI only assists; all clinical decisions are your psychologist's. We handle all information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

☐ I consent to the use of an AI scribe in my sessions

☐ I do not consent to the use of an AI scribe in my sessions

3 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, so you do not need to download any additional platform.

To access telehealth consultations you will need access to a quiet, private space; an appropriate device (e.g. smartphone, laptop, iPad or 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.

TELEHEALTH BILLING

For telehealth consults all billing is managed online, which is secured and encrypted through MediPass and Stripe billing services. At the beginning of your first consult your psychologist will take payment from you (please have your credit card details ready, and your Medicare card details available if a valid Mental Health Treatment Plan and referral have 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.

☐ I agree to receive services via telehealth where appropriate.

4 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.

*Please note our administration team will call prior to your appointment to collect your card details.

5 Strict Cancellation Policy

As our services and appointment times are in high demand, rescheduled or cancelled 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 $81. Under 24 hours notice and non-attendance is 100% of your consultation fee.**

Medicare rebates, WorkCover and private health fund rebates will not cover the cost incurred for late cancellations or missed 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 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) 5535 2474 if you wish to cancel or reschedule an appointment. You will receive a reminder 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.