



Information & Consent Form

Elysia Bullen – Counselling & Wellbeing provides telehealth (online and phone) counselling services for young people and adults. Please read the below information and sign to indicate your agreement.

Confidentiality

In order to provide the highest standard of care, personal & health information that is relevant to your current situation will be recorded. Client files are either paper-based and held in a secure filing cabinet that is only accessible by Elysia Bullen – Counselling & Wellbeing, or, are electronic and stored securely on a practice management system which meets industry e-security requirements.

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

- It is subpoenaed by a court
- Failure to disclose the information would put you or another person at risk
- Your prior approval has been obtained to provide information to another professional, agency, or person (e.g., spouse, parent, employer, health professional)

Request for access to personal information

At any stage you may request to see the information about you that is kept on file. You may access the material recorded in your file, subject to exceptions in National Privacy Principle 6. Requests by you for access to information will be responded to within 14 days and an appointment will be made if necessary for clarification purposes.

Communication with your GP and/or other health professionals

Elysia Bullen – Counselling & Wellbeing utilises a holistic approach to mental health and wellbeing and sees individuals who present with chronic health concerns. As such, Elysia Bullen – Counselling & Wellbeing may incorporate dietary and lifestyle education when relevant to a client's presenting concerns. This support is non-prescriptive and must not be used as a substitute for medical advice by the client. Please advise if you would like to have any other health professionals or third parties kept abreast of support given in this area.

Concerns about management of personal information

If you have a concern about the management of your personal information, please do not hesitate to ask. The National Privacy Principles (www.privacy.gov.au), describe your rights and how your information should be handled. Ultimately if you wish to make a formal complaint

about the management of your personal information, you may do so with the Office of the Federal Privacy Commissioner on 1300 363 992.

Fees

- The cost of a standard 50-minute consultation is \$132. This includes GST.
- Sliding scale fees may be available to university students and individuals experiencing financial hardship.
- An invoice will be sent to you via email after the appointment. *Payment must be made via bank transfer on the date of the appointment.*

Cancellation Policy

If you need to cancel an appointment, if at all possible, please provide at least 48 hours' notice. This is due to appointment slots being limited and potential waitlist times. A cancellation fee of the usual session amount will apply if you cancel with less than 48 hours' notice or if you fail to attend an appointment. If you have difficulty attending the appointed time, please think ahead and let Elysia know so that an alternative time and day can be arranged.

If you would like to speak with Elysia regarding appointment times, please contact her via email enquiries@elysiabullen.com.au between 9.00am – 7:00pm. If the matter is urgent and/or you have been unable to reach Elysia, please call either your psychiatrist, GP, or an emergency helpline such as Crisis Care (9223 1111), LifeLine (13 11 14) or Emergency Services (000).