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## Terms and Conditions

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### **Emergencies**

Please note that we are not a crisis service and are not appropriately equipped to respond in the event of an emergency. Email and phone messages are not attended to every day. If you are in need of urgent psychological or medical assistance please contact 000. If you require emotional support between appointments you can call Lifeline anytime on 13 11 14. We have also listed a number of helpful contacts on our website [www.stirlingconnections.com.au](http://www.stirlingconnections.com.au)

### **Fees**

We pride ourselves on providing you with high quality, collaborative and personalised care. We are a private billing clinic and all consultations have an out of pocket cost.

Appointment fees vary depending on the type and length of consultations. Please see our website for a list of our consultation fees. Fees are periodically reviewed and changes to the fee structure may result in an increase in the fees associated with your consultations.

### **Payment Terms**

Payment of your account is required prior to your appointment, and can be made securely via our online payment gateway Stripe using Visa or Master Card.

### **Cancellation Policy**

We acknowledge that unexpected life events may interfere with your ability to attend your appointment. Unfortunately, last minute cancellations or non-attendance may result in another client missing an opportunity for timely treatment. We have developed a cancellation policy with this in mind. If you are unable to attend your appointment, please contact us as soon as possible so we can endeavour to fill your session. We appreciate your help and understanding.

Cancellations made more than 48 hours in advance will not incur any fee. Non-attendance or cancellation at short notice (less than 48 hours) will incur a cancellation fee equal to 50% of the consultation fee. Your nominated credit card or account will be charged in accordance. Unfortunately, cancellation fees are not eligible for a Medicare rebate.

### **Service and Purpose of Collecting and Holding Information**

As part of providing a service to you, we will need to collect and record personal information relevant to your current, situation, psychological/ health assessment, and treatment. All personal information is collected and stored to ensure privacy and confidentiality.



By accepting the Privacy Policy and Terms & Conditions, you agree that you are enlisting Stirling Connections services for therapeutic reasons, which will be delivered in the form of psychological therapy/ health and wellbeing consultations/ group therapy/ workshops/ retreats/ online programs.

### **Assessment and Report**

By commencing treatment your psychologist/ practitioner is not consenting to conduct a formal assessment, write a report, or act as an advocate. We do NOT provide court/ forensic reports or offer professional opinions.

### **Confidentiality**

All personal information collected and stored by Stirling Psychology/ Stirling Connections will remain confidential except where:

1. Failure to disclose the information would place you (the client), or another person at serious and imminent risk, OR
2. It is subpoenaed by a court, OR
3. Your prior approval has been obtained to
  - a. Provide a written report to another professional or agency, or
  - b. Discuss the material with another person e.g., family member or employer OR
4. If disclosure is otherwise required or authorised by law

Other exceptions to confidentiality include:

If you have been referred to us by another health professional (e.g., GP), we may provide them with information about your treatment. If you do not want a referrer to be provided with information about your treatment, please advise your treating psychologist from the outset (please note that this may render you ineligible to receive Medicare rebates as this is a requirement of Medicare funding).

In instances where mental health professionals may be involved in your assessment or treatment external to Stirling (e.g., psychiatrist) they may contact your psychologist/dietitian/practitioner at Stirling. To assist them in your care your practitioner may disclose information regarding your treatment. If you do not want an external mental health professional to be provided with information about your treatment, please advise your treating practitioner from the outset.

In line with principles of best practice (and the registration requirements for psychologists), your practitioner engages in professional development including supervision which involves them discussing clients and their associated treatment with other health practitioners. If you would like more information about what your practitioner may discuss, please discuss with your treating practitioner.

If you are receiving multiple services from Stirling Psychology/ Stirling Connections, for example seeing a psychologist and dietitian, our practitioners will communicate



with each other to ensure optimal care. If you do not want our practitioners to share information about their respective treatment with you please let us know.

### **Couples Therapy**

For clients engaging in couples therapy please be aware that if your or your partner shares information with your psychologist that impacts on your relationship, your psychologist will encourage you to share this information with your partner. If this information (e.g. extra marital affair) is not shared, your psychologist may terminate the service provided to you and your partner immediately.

### **For couples receiving treatment from Dr Katie Stirling.**

While Katie is a certified Gottman Therapist, Katie is completely independent in providing you with clinical services and is alone fully responsible for those services. The Gottman Institute or its agents have no responsibility for the services you receive.

### **Online Sessions**

Please ensure that when you engage in a session online (e.g. using Zoom) you are situated in a private environment where other people cannot hear the content of your session. Due to the nature of online sessions and the medium used we cannot guarantee the security of information throughout the transmission. By signing this form you acknowledge and agree to the limitations of confidentiality and information security of an online session.

### **CONSENT**

By accepting the Privacy Policy and Terms & Conditions, you agree that you understand the nature of the service you will be receiving, your rights and responsibilities in relation to this service and the limits regarding your personal information and confidentiality. By signing this form you consent to your personal information to be collected, used and disclosed in accordance with the above.

By accepting the Privacy Policy and Terms & Conditions, you agree that you are willing for your de-identified information to be used for the purposes of research and evaluation conducted by Stirling Psychology/ Stirling Connections and associated partners and that you are willing to be contacted at a later date to participate in evaluation and/or research.