mindhealth
Suite 1, Level 3, 20 Wentworth St.
Parramatta NSW 2150
1300 084 200
mindhealth.com.au

Informed Consent: Third-Party Payment

Where someone else is paying for your sessions: a parent, family member, partner, employer or insurer. Paying for treatment does not give anyone a right to know what is discussed in it.

YOUR PRIVACY REMAINS PROTECTED

Even though a third party is paying, your clinical information stays confidential. The person paying has no automatic right to your session content, your clinical notes or your treatment details.

Under the **Privacy Act 1988 (Cth)**, the **Health Records and Information Privacy Act 2002 (NSW)**, and the **Psychology Board of Australia's Code of conduct for psychologists**, your psychologist must maintain your confidentiality regardless of who pays.

The five limits to confidentiality set out in **Informed Consent (Adults)** still apply. This form does not add to them or take from them.

WHAT THE PERSON PAYING WILL AND WILL NOT RECEIVE

They will receive, unless you consent to more:

- Confirmation that sessions are taking place: dates and attendance.
- Invoices and receipts, for payment purposes.
- The number of sessions attended.

They will not receive:

- Session content or clinical notes.
- Your diagnosis or assessment results.
- Treatment plans or progress reports.
- Anything you disclose during a session.

If you want them to receive more than the above, that needs a separate written consent. Use the **Authority to Release Information** form. You are never obliged to give it, and declining does not affect your treatment.

CANCELLATION FEES

Cancellation and non-attendance fees are charged on the same terms as any other session. The schedule is set out in **Informed Consent (Adults)** and at mindhealth.com.au/fees.

Because a cancellation fee appears on an invoice, and the invoice goes to whoever pays, a cancelled or missed appointment will be visible to the third party. Please tell us who should be charged.

- ☐ Charge cancellation and non-attendance fees to the third party, with the session fees
- ☐ Charge cancellation and non-attendance fees to me personally

IF PAYMENT STOPS

If the third party stops paying, or the arrangement ends, we will tell you as soon as we know, and we will not end treatment without discussing it with you first. You may continue privately, move to Medicare or another funding pathway, or we can help you find another service. Outstanding fees remain payable by whoever agreed to pay them. Your record is unaffected.

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WHO IS PAYING

CLIENT NAME

DATE OF BIRTH

THIRD PARTY NAME

RELATIONSHIP TO CLIENT

THIRD PARTY PHONE

THIRD PARTY EMAIL

THIRD PARTY ADDRESS

What is being paid for? Tick one.

- [ ] All sessions
- [ ] A set number of sessions
- [ ] Up to a set amount

IF A SET NUMBER, HOW MANY

IF A SET AMOUNT, HOW MUCH (AUD)

Until when? Tick one.

- [ ] Until further notice
- [ ] Until the date below

END DATE, IF THERE IS ONE

WHAT YOU ARE AGREEING TO

Client. Tick each box you agree with.

- [ ] I understand that a third party is paying for my sessions.
- [ ] I understand that my clinical information stays confidential.
- [ ] I understand exactly what information will and will not be shared with the person paying.
- [ ] I understand that I may give further consent using the Authority to Release Information form, and that I am not obliged to.
- [ ] I understand that I may withdraw this consent at any time and pay for my own sessions instead.

Third party. Tick each box you agree with.

- [ ] I understand that payment does not entitle me to access the client's clinical information.
- [ ] I understand I will receive invoices and attendance confirmation only.
- [ ] I understand I must seek the client's separate written consent for any further information.
- [ ] I understand I remain liable for fees already incurred if I end this arrangement.

Either the client or the third party may end this payment arrangement. **Ending it does not end the client's treatment.** Withdrawal takes effect from the time we receive it and does not undo anything already done under the consent. Tell your psychologist, or write to the Practice Manager at info@mindhealth.com.au or on 1300 084 200.

Client

PRINTED NAME | SIGNATURE | DATE

Third party

PRINTED NAME | SIGNATURE | DATE

Psychologist or witness

PRINTED NAME | SIGNATURE | DATE

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IF SOMETHING GOES WRONG, TELL US

We would rather hear about a problem than not. Please speak with your psychologist directly, or contact our Practice Manager on **1300 084 200** or at **info@mindhealth.com.au**.

Raising a concern will not affect your care. Your appointments, your psychologist and your fees stay as they are.

You can also go to any of these at any time. You do not need to raise it with us first, and you do not need our agreement.

- **Health Care Complaints Commission (NSW)**: 1800 043 159 (toll free in NSW) or (02) 9219 7444 · hccc.nsw.gov.au
- **Psychology Council of New South Wales**: 1300 197 177 · hpca.nsw.gov.au
- **NDIS Quality and Safeguards Commission** (NDIS-funded clients only): 1800 035 544 · ndiscommission.gov.au
- **Office of the Australian Information Commissioner**, for privacy and records: 1300 363 992 · oaic.gov.au
- **Information and Privacy Commission NSW**, for NSW health privacy: 1800 472 679 · ipc.nsw.gov.au

If you would prefer to speak in a language other than English, call the **Translating and Interpreting Service on 131 450** and ask them to connect you. Our full process is in our Complaints Management Policy, available on request.

IF YOU NEED HELP URGENTLY

This form is not monitored. If you or someone else is in immediate danger, call **000**.

- **Emergency services** 000
- **Lifeline** 13 11 14, 24 hours
- **Suicide Call Back Service** 1300 659 467, 24 hours
- **NSW Mental Health Line** 1800 011 511, 24 hours
- **Beyond Blue** 1300 22 4636, 24 hours
- **Kids Helpline** 1800 55 1800, 24 hours, ages 5 to 25
- **13YARN** 13 92 76, 24 hours, Aboriginal and Torres Strait Islander

The rules we work to. The Code of conduct for psychologists issued by the Psychology Board of Australia, the Australian Privacy Principles under the Privacy Act 1988 (Cth), and the Health Privacy Principles under the Health Records and Information Privacy Act 2002 (NSW). Privacy policy: mindhealth.com.au/privacy-policy

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