



## **Service Agreement & Consent Form for Therapy and payment**

Hello and well done for taking the step to access support, this can be a difficult decision. Thank you for choosing to reach out to Mindful Life Wellness. I am a one person service that provides a range of one on one therapy and group support programs for adults and children. I look forward to supporting you and where applicable, your child.

### **Types of counselling sessions**

In terms of service delivery for one-on-one sessions at this point in time your options are face to face office based-with or without Therapy Dog Tilly in your session, Telehealth-phone or zoom or Walk and Talk Therapy (4km flat walking circuit-weather dependent). All sessions run for 45-50mins. Sessions with children, may be shorter dependent on the child.

### **Fees and funding**

The vast majority of clients come to the service with a Medicare Mental Health Care Plan (MHCP) via their GP. Some clients have NDIS funding-self or plan managed (Mindful Life Wellness is unable to service Agency managed clients). And a small number of clients access the service with no funding-these are private paying clients. **From June 2022 I am unable to service TAC, WorkSafe, VOCAT or Forensicare clients or children that are the subject of court orders.**

### **Counselling fees as follows-current 1/7/23 (Medicare, NDIS and private clients)**

\$155 per session (Private fee/fee prior to Medicare rebate)

#### **Medicare rebate with GP Mental Health Care Plan**

\$81.90 rebate Medicare clients with GP Mental Health Care Plan

#### **NDIS clients**

\$193.99 self and plan managed only

[Fee as per NDIS current price guide](#)

Capacity Building For Early Childhood Interventions-Other Professional (clients under 7 years)

15\_005\_0118\_1\_3

Assessment Recommendation Therapy or Training-Social Worker (clients over 7

years) 15\_621\_0128\_1\_3

#### **AAT Therapy Dog surcharge (when client has specifically booked an AAT session)**

\$30 per session



### **Payment collection**

Mindful Life Wellness utilizes HALAXY Practice Software for payment collection and email and SMS reminders. This is a safe, secure and easy payment collection method. Your fee and your Medicare rebate (if applicable) will be processed the **Friday AFTER** your scheduled appointment. NDIS clients (self managed), your invoice for claiming will be emailed on day of payment. Plan managed NDIS clients invoice for payment will be emailed to your plan manager. **All clients please ensure you have adequate funds attached to your card. Declined cards will attract a \$5 card decline fee.** Medicare clients, please ensure your Medicare and Bank accounts are linked-most people's are already. **IMPORTANT**-if client is a child (under 18) and accessing the Medicare rebate, I must also collect claiming parent's full name on Medicare care, DOB, Medicare number and number position of parent on Medicare card. Without this information I cannot process the claim. Please ensure I have your referral, prior to your first session. You can email this through or get your GP to [kidsmindfulness@outlook.com.au](mailto:kidsmindfulness@outlook.com.au)

**\*\*Prior to your first session you will be emailed a link to a secure payment collection form. Please fill this in ASAP. It must be filled in prior to your first session**

### **Late Cancellation/No show policy/lateness**

Please do not attend your appointment if unwell. If you need to cancel or postpone your appointment, please give adequate notice of at least 24hrs via email [kidsmindfulness@outlook.com.au](mailto:kidsmindfulness@outlook.com.au). Failure to give adequate notice will result in the full fee being charged-with no option to claim the Medicare rebate. No shows **WILL** be charged the full fee. Please be aware that some clients (possibly yourself included) have waited for many weeks for an appointment. As such, Mindful Life Wellness reserves the right to charge the full fee for late cancellation/no show fee for non-attended appointments. As previously outlined, it is also important to consider that another appointment may not be available until your next booked appointment. Telehealth may also be an option if you are unwell and cannot attend the clinic for your session. Additionally, please be aware that if clients arrive more than 20 minutes late for their scheduled session, the session will be treated as a no show and the client will be charged for the full session. And in these instances, I will not be able to see the client. After waiting 20mins I will be continuing on with other work or I may have left the clinic.

### **Booking Bulk Appointments**

Since mid 2020 due to the effects of the Pandemic and lockdowns my workload has increased exponentially. It is now rare that I can accept new clients. However, spots may come up at the end of the school term, this is reviewed as term end approaches, each term. As such there is an



expectation that all clients who attend Mindful Life Wellness for counselling sessions commit to a block of regular sessions over a 2-4mth period approximately. This means booking sessions for the entire school term ahead of time. Options are weekly, fortnightly, every 3wks (harder to accommodate) or monthly. Clients are asked to strongly commit to attending their booked sessions. Your upcoming session can be cancelled with at least 24hrs notice. **Sessions cancelled with less than 24hrs notice will attract the full fee**-with no option for Medicare rebate for Medicare clients. Be mindful that when cancelling your appointment there will not be any availability until your next scheduled session.

### **Therapy with Children (IMPORTANT)**

Mindful Life Wellness Clinic space is well set up to work with kids. Whilst I work with many adults, the vast majority of my referrals are children aged 4-17yrs. I have extensive knowledge, qualifications and experience working with children in a therapeutic context. 12yrs in Private Practice, 2yrs in Clinical Child and Adolescent Mental Health, 2yrs in Child Protection and I also have extensive Parent Support knowledge and experience that was gained via 3yrs working on Parentline Telephone Support. I provide individual therapy to children and a range of group programs. Parent work/coaching is often also a very important part of therapy with children as well. Therapy with children can take all sorts of shapes and forms, including but not limited to; interventions based on Theraplay® principles, talk therapy, CBT and Mindfulness and relaxation strategies, play based activities, books, art, craft, writing, videos, construction, worksheets, sensory activities and where appropriate psychoeducation. My approach with referred kids is very gentle and holistic. First and foremost, therapy is about engagement and building trust. I am all about connection and attachment. Parental involvement in the counselling process is usually essential, particularly in the beginning. This translates to parents coming into the session for a few minutes at the start and updating the therapist on the child's issues. The Therapist may also wish to see a parent at the end of the session for a few minutes. It is also important to note that children as young as 6 are entitled to a level of confidentiality. What this means is that as part of the therapeutic process parents/carers are NOT generally provided details of what occurs in sessions with children when the parent/carer is not present-this is particularly relevant for adolescent clients. Having said this, my job is to keep children safe, if I deem your child to be at immediate or imminent risk in any way, you will be advised immediately. I am also mandated with DHHS to report any concerns around child abuse or neglect. This is rarely (if ever) an issue. It is not often that I have to make notifications. Please be aware that sessions with children may sometimes be a little shorter. Sessions with children are often 40-45mins, some children usually struggle with attention and get tired towards the end of the session.



### **Consent to work with children (IMPORTANT)**

When working with children, particularly young children, consent to provide treatment must be obtained by the parent/carer (see form at end of this PDF). If a child resides predominantly with one parent, where possible, it is important to endeavour to obtain consent from both parents (an additional form will be provided to parent child does not live with-please advise). Where it is not possible to obtain consent from both parents-for various reasons eg-DV, consent from the primary caregiver only is adequate. In some cases, children as young as 12 can also be “mature minors”. This means the clinician can assess the child as able to consent to their own treatment. This is NOT preferable. However, if there are family court orders in place, consent must be obtained by both parents. If this is not possible, I am unable to provide treatment. As of January 2022, Mindful Life Wellness no longer accepts referrals where children are the subject of custody disputes or family court orders. If any of the above is relevant to your child we must discuss this prior to the first session.

### **Therapy Dog Tilly**

Therapy Dog Tilly is a 2yr old female Cavoodle pup. In May 2022 Tilly and I completed Animal Assisted Therapy Dog Training (AAT). Tilly and I, as a Therapy Dog team are now available to work in sessions together assisting clients and in particular children in both individual and group therapy sessions. Whilst Tilly can and does work with adults, she is particularly helpful in working with children in sessions. Tilly’s role in working with kids both in groups and individually may include providing calm, comfort and affection. Assisting children with Anxiety and in particular Separation Anxiety. Teaching kids to play respectfully with others or how to work through problems when frustrated. Therapy Dog Tilly can also assist kids to self-regulate and find a comfortable place in their own bodies. Tilly’s presence in sessions may help children feel safe and loved, helping them feel comfortable open up and engage. Whilst she is now a qualified Therapy Dog, Tilly is very young and is still learning. I am super excited to watch her development and to observe the relationships she forms with clients and in particular children on her Therapy Dog journey. **Sessions with Tilly are now booked out until October 2023. If you would like Tilly to attend you or your child’s session please discuss this with Maryanne and we may be able to arrange a one off Tilly attendance for your session. Please also be aware that there is a \$30 per session surcharge for a booked AAT session with Tilly.**

### **Client confidentiality and collecting and storing client information**

As the therapy process is generally a transparent, honest and open space, as part of this process clients will share sensitive information with the Therapist. Please rest assured that any information you share with your therapist will remain confidential (aside from impending or



high risk-see next section) and will not be disclosed to any other agency, service or person without the permission of the client (the only exceptions to this is DHHS and Court Subpoena). To meet Medicare compliance, therapists are required to submit a progress letter to your GP at various times-your permission will be sought in session for this. Casenotes are also a requirement under Medicare and for my profession (Mental Health Social Work). Session notes are very brief and factual to protect the client's privacy as much as possible. Usually 2-3 sentences maximum. If you are involved in any Court matters, casenotes and GP letters are at risk of being subpoenaed at any time. This does not happen often, but it does happen. My aim therefore is to keep casenote details to a minimum, whilst still satisfying safety and legal requirements. Casenotes are completed via Halaxy practice management software. All casenotes and GP letters are safely stored to protect client's privacy. Halaxy requires 2 factor secure log in/authentication. Please be aware that whilst privacy protocol is followed at Mindful Life Wellness and the utmost care is exercised by staff, data leaks/breaches can occur from time to time. This is rare, but as we know, with technology, it can happen. Whilst all care is taken, Mindful Life Wellness cannot be held responsible for any third party data breaches.

### **Managing Risk in Clients**

As an experienced Mental Health Worker with 5.5yrs Clinical Mental Health experience- (2yrs Child and Adolescent Mental Health-Assessment, Casemanagement and Therapy-Hume region. 6 months with a Suicide Prevention Program, 3yrs Adult Mental Health-Assessment and Intake-NSW). I am well placed in terms of skills, knowledge, competence and confidence to assess and work with risk in adults and children. This includes risk in regards to Suicide and Deliberate Self Harm (DSH). As such I can sit with and manage some level of risk in my clients-usually low to medium risk. This work involves Risk Assessing clients around their ability to keep themselves safe until the next session. If a client has a history of risk or their risk is current, I will always Risk Assess that client each session. All clients assessed as low risk of suicide (thoughts only-no plan, no intent) will always be provided with strategies and external support service numbers. If a client is assessed as medium risk (thoughts, with plan-no intention). I will work with the client (and parents, where applicable) to develop a safety plan to maintain safety until their next session. This may include involving external services or providing the client/parent with contact numbers for external services and strategies. If a client (including children) is assessed as high risk (thoughts, plan, intent to act on plan and clearly indicates that they cannot keep themselves safe until the next session) I must then involve external Clinical Mental Health Services and in some instances Emergency Services. In the case of clients under 18, parents/carers will always be advised if the child is assessed to be at medium or high risk and if the child discloses that they cannot keep themselves safe until the next session. If a child is



presenting with low risk of Suicide or DSH (thoughts, no plan or intent), parents are not necessarily advised. However, this is age dependent. I will always encourage children to be open with their parents about these difficulties. In the context of therapy, it is very rare that parents are not aware of children experiencing Suicidal/DSH thoughts and/or behaviour. Where safety planning is applicable for children (medium risk-high risk) parents are always involved in any safety plan. In all instances confidentiality is paramount for the client, however there are limits to confidentiality. When risk is involved, risk and duty of care to the client will always outweigh the need to keep the client's information confidential. **If risk is part of you or your child's presentation, you will also be provided with Mindful Life Wellness Managing Risk Policy at the first session.** Please be open and transparent about risk. Please also be aware that as a Private Practice Clinician I am not an emergency or after hours service. My support is limited to in session support. If you or a child in your care require further support beyond in session support, Mindful Life Wellness Counselling services may not be the right service for you at this time. **In an emergency situation do not contact Mindful Life Wellness, please call 000 or Statewide and After Hours Mental Health 1300 874 243**

### **Communication between sessions**

Please note; I am unable to accept calls or to return calls from clients between sessions, including in an emergency situation. As outlined above. If you are in an emergency situation, please call 000 or Statewide and After Hours Mental Health 1300 874 243. If there is something you wish to advise in regards to yourself or your child or there is a question you need to ask, please send an email and we can discuss these matters at the next session. If you need to reschedule your session, please send an email to advise [kidsmindfulness@outlook.com.au](mailto:kidsmindfulness@outlook.com.au) My time is billable, I am sure you understand that with up to 50 clients on my caseload at any one time as well as 48 Kids Mindfulness children/families. If I took calls from all of these clients/families between sessions, I would be completely overwhelmed. There are limitations to the support I can provide and as a Private Provider support is limited to in session times.

### **Letters and reports**

Due to ongoing heavy workload, I am generally unable to write letters and reports of any kind. This includes support letters. Obviously review letters to GPs are excluded. These I am mindful that NDIS often require reports from time to time and sometimes schools request letters of support and the like or even feedback about work I am doing with children. As such my time for this activity is billable. If a letter or report is required a standard fee of \$193.99 per hour is billable. Most letters take one hour. Reports are charged at a rate of two hours minimum



(\$193.33 x 2). Please note I cannot write reports for court matters. An invoice for payment will be sent to clients/parents/NDIS Plan Managers.

**By reading this form and subsequently agreeing to engage in services with Mindful Life Wellness, it is assumed that you consent for yourself or your child to receive Psychological Services; Face to Face, Telehealth or Walk and Talk Therapy and you agree to proceed with all**

**billing arrangements via HALAXY practice management. Verbal consent at first session will be obtained**

*I have read and understood all information in this Consent Form and have discussed any outstanding questions with the Therapist via email or I will discuss in the first session. I agree to the above conditions and payment arrangements, for Face to face, Telehealth, Walk and Talk Therapy psychological services to be provided to myself or my child by **Maryanne Eve**.*