



## The Red Couch

Counselling &  
Psychology Clinic

# CLIENT REGISTRATION FORM

### Client Details:

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

SUBURB: \_\_\_\_\_ POSTCODE: \_\_\_\_\_

Do you give permission for mail to be sent to this address?  Yes  No

D.O.B.: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

MOBILE: \_\_\_\_\_

Do you give permission for messages to be left at this number?  Yes  No

MEDICARE NO.: \_\_\_\_\_

PATIENT REFERENCE NO.: \_\_\_\_\_ EXPIRY:  
\_\_\_\_\_ / \_\_\_\_\_

Do you have your account details registered with Medicare?  Yes  No

EMAIL: \_\_\_\_\_

Do you give permission for appointment reminders and messages to be sent to this email address?  Yes  No

### Emergency Contact Details:

NAME: \_\_\_\_\_

PHONE: \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_

### How did you hear about us?

My Doctor  Website  FaceBook Follower

Friend  Family  FaceBook Ad

YouTube Video  Flyer  Workshop/Seminar

Magazine Article  Other – Please specify: \_\_\_\_\_

Postal Address:

P. O. Box 438

South Yarra VIC 3141

Suite 402, Level 4

370 St. Kilda Rd.

Melbourne VIC 3004

1800 232 152

[www.theredcouch.com.au](http://www.theredcouch.com.au)

PLEASE READ THE INFORMATION PRINTED OVERLEAF AND SIGN THE STATEMENT AT THE BOTTOM OF THE FORM. THANK YOU!

**CONSENT TO UNDERTAKE COUNSELLING**

**INFORMATION ABOUT COUNSELLING**

Counselling is an interactive process where you, the client, have the opportunity to explore issues of concern to you under the guidance of a trained and experienced psychologist who assists you in identifying unhelpful patterns and contributing factors, underlying causes, and who works with you to develop helpful strategies and more useful ways of looking at these concerns to alleviate distress and aid in the development of greater emotional and personal well-being.

While most clients find counselling immensely beneficial and life-changing, success cannot be guaranteed and depends on a range of factors including how open you are, how committed you are to therapy, how hard you are prepared to work, the fit between you and your psychologist, environmental factors related to what else is happening in your life at the time, and how committed you are to change. Counselling is a process that leads you to look at life's challenges and personal issues closely and, as such, can have risks associated with it due to the exposure to, at times, intense and difficult feelings and thoughts being explored. These risks may include a wide range of strong emotions and thoughts, feeling tired or drained, headaches, nausea, or other physical and emotional symptoms. If you experience any of these symptoms at any time, please let your psychologist know. It is important to give your psychologist feedback about how you are experiencing sessions, the intensity and focus of sessions as well as how on target discussions are for you, so that you can get the best possible result from your therapy sessions.

**CONFIDENTIALITY & RECORDS**

What you discuss in your counselling sessions is private and confidential. As such, the psychologist requires your written permission to speak to a third party (e.g.: your family) about your treatment. There are only two exceptions to this: 1) if there is a risk of harm to you or to someone else as we have a duty of care to all people and 2) if a court of law subpoenas documentation as we have a duty to uphold the law. Please bear in mind that if you have a mental health care plan, your psychologist is required to provide a progress report about your treatment to your GP as part of the Medicare requirements. If you choose to have your psychologist process your Medicare rebate through Medicare Online Claiming at the time of your consultation, please be aware that this transaction will appear on your bank statement of your nominated bank account and may be seen by other family members who access this statement and may therefore compromise your confidentiality.

Psychologists do keep records about your treatment electronically with secure encryption and password protection, and in hard copy which are securely kept under lock and key with only your psychologist having access to this record. Psychologists may also discuss de-identified information about a client's therapy with a supervisor as part of a quality assurance process and to enhance treatment strategies. In the event that something unforeseen should happen to your psychologist that prevents him/her from continuing your care, the practice manager may also access your personal information in order to assist in coordinating ongoing treatment for you if your psychologist is unable to do so. Psychologists are bound by the Australian Psychological Society's Code of Ethics and current Privacy Legislation. This document should be read in conjunction with our privacy policy, our social media policy, as well as child safety code of conduct and statement of commitment, as well as our diversity statement. These can be found on our website or ask your psychologist for a copy.

**FEES & CANCELLATION POLICY**

A consultation is charged at \$150.00 per session for a consultation with a general psychologist and \$190.00 per session for a consultation with a clinical psychologist. Fees are payable at the time of the consultation. Medicare and private health insurance rebates may apply. A minimum of 24 business hours notice (a full business day) is required to cancel or reschedule an appointment. A cancellation fee of 50% of your regular consultation fee applies to all missed appointments and cancellations with less than 24 business hours notice. Whilst we do send appointment reminders by email as a courtesy, technology sometimes fails. It is your responsibility to manage your appointment schedule and diary. Not receiving an appointment reminder is not an acceptable reason for not attending a scheduled appointment. You accept full liability for session fees associated with WorkCover and TAC claims which are rejected by WorkCover or TAC. Payments may be made by EFTPOS, credit card or cash. We do not accept cheques. In most cases, Medicare rebates can be processed at our practice for your convenience. Please ensure your account details are registered with Medicare. Accounts that remain unpaid and are referred to a debt collection agency will incur additional charges associated with debt collection. Patients are fully liable for any unpaid accounts and associated administrative and / or debt collection charges associated with the management of debt collection.

**CRISIS MANAGEMENT**

The Red Couch Counselling & Psychology Clinic is not able to provide crisis or emergency support as we are not an emergency service. If you feel at risk or require additional support, your psychologist will develop strategies and a plan with you to assist in the management of a potential crisis if this is appropriate as part of your treatment. In case of an emergency or crisis, please contact 000, your local hospital (The Alfred, Ph: 1300 363 746) or Lifeline on Ph: 131 114.

**ACKNOWLEDGEMENT**

I acknowledge that the above information has been discussed with me and that I have been provided with a copy of this information. I fully understand the information provided above and hereby consent to undertake counselling and agree to abide by the rules outlined above.

If under 18 years of age:

Client's Signature: \_\_\_\_\_

Parent's Signature: \_\_\_\_\_

Client's Name: \_\_\_\_\_

Parent's Name: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Psychologist's Signature: \_\_\_\_\_