

Collaborative Connections Psychology

Practice Information Sheet

Suite 29, 203 Blackburn Road, Mount Waverley VIC 3149

admin@collaborativeconnections.au

Phone: (03) 9034 8472

GP Mental Health Care Plan: Under the GP Mental Health Care Plan initiative, Medicare rebates are available for Psychology services. This plan can be provided to you by a General Practitioner, Psychiatrist or Paediatrician and entitles you to access 6 rebatable visits over the calendar year. If you do not utilise your 6 sessions in the 12 months following your plan date, it becomes invalid and you will not be able to claim a Medicare rebate for any services accessed outside of this referral period. Once you have completed your 6 sessions, you can see your doctor for a MHCP review. This may entitle you to an additional 4 sessions.

Collaborative Connections Psychology will do our best to keep note of how many sessions you have used. However, it is important for the client to also be aware of this to prevent exhausting your sessions and being required to pay privately.

Other referral pathways: Clients can also access Psychology services at Collaborative Connections Psychology privately with no referral required. Rebates through health funds may be available (please contact your fund to establish rebate amounts).

Fees: A standard consultation (50 minutes) is \$260 during regular hours. Afterhours rate applies for Monday – Friday outside regular hour.

Reminders and Cancellations: A SMS reminder will be sent 4 days before your appointment date. Cancellation with less than 48 hours of notice will incur a cancellation fee of 100% the consultation fee. A cancellation fee will apply if you fail to attend a scheduled appointment. You must cancel or reschedule before 5PM on a Thursday for a Monday appointment, or by 5PM on the second last working day before the public holiday if your appointment is scheduled for the first working day after the public holiday.

You consent for the clinic to deduct the Cancellation Fee from the credit card you have provided when registering with the service. Cancellation Fees cannot be paid towards future appointments and are not claimable with all insurers except NDIS.

Waiting periods for appointments: Clients can expect follow up appointments to be booked approximately 2-3 weeks apart, however the practice may experience busier periods in which an appointment will be booked at the next available. If you feel that your appointment is too far away, please ask to be placed on the cancellation list. We will make every endeavour to bring your appointment forward if you are on the waiting list. When a cancellation appointment becomes available, an email/SMS will be sent out to advise time and availability.

Crisis Management and Emergencies: Our ability to respond to crisis situations and emergencies is limited. If we can't be contacted immediately, do refer to the following useful links and contact details below:

HeadtoHelp 1800 595 212

Beyond Blue 1300 22 4636 (24 Hrs)

Lifeline 131 114 (24 Hrs)

Suicide Call Back Service 1300 659 467 (24 Hrs)

Kids Helpline 1800 55 1800 (24 Hrs)

Parentline Victoria 13 22 89 (8AM – 12 midnight)

MensLine 1300 78 99 78 (24 Hrs)

Women's Information and Referral Exchange (WIRE) 1300 134 130 (M-F, 9AM – 5PM)

If your safety or the safety of others is at risk, contact emergency services on 000 (24 Hrs)

Report requests: Please note that *Collaborative Connections Psychology* reserve the sole discretion to decline requests for reports. Where a report is required, please note that the report will be provided 14 to 30 days from full payment of the invoice. Please ensure you advise admin@collaborativeconnections.au if you may require a report. Please note that we do not provide assessment for disability support pensions where a client has a clinical disorder (e.g. Depression, Anxiety, etc.)

Claiming Medicare rebates: If you have a Medicare Card, do send through your GP Referral and Mental Health Treatment Plan to us prior to your session. Medicare rebates will be processed upon receiving full payment for your session. If you are eligible for Medicare Rebates, the rebates will be credited to your nominated bank account in 2-3 working business days.

Business Hours: Collaborative Connections Psychology is open 10:00AM – 5:00PM Monday – Thursday

Lodging a complaint: If you are not satisfied with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly. If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC: Fill out a complaint form online at www.hcc.vic.gov.au or 1300 582 113 between 9am and 5pm, MF to discuss your complaint.