



TERMS AND CONDITIONS

These are the terms and conditions you agree to when you access services at Think Psychologists

Emergencies

You acknowledge that we are not an emergency service and all appointments must be made in advance. In case of emergency or an immediate risk of harm to others or self-harm by your child, please call 000 for an ambulance or attend your nearest emergency department.

Child supervision

You agree that you remain responsible for children while the children are at the practice and agree that they will be supervised at all times.

Behaviour

You agree to be respectful to all staff at Think Psychologists. All staff operate in line with Think Psychologists policies and procedures and will do their best to assist families. You acknowledge that aggressive or abusive behaviour from visitors will not be tolerated and staff are within their rights to ask you to leave the building at any time.

Regular Attendance

If you have a regular booking, you agree to attend sessions regularly. If you miss a number of these sessions, Think Psychologists may need to discuss options for accessing service. Sessions may be cancelled by Think Psychologists for non-attendance. You acknowledge that from time to time, Think Psychologists may need to cancel or reschedule sessions, and will aim to communicate this with you in a timely manner. You acknowledge that Think Psychologists reserves the right to cancel or deny services to you at any time and for any reason.

Payments

You acknowledge that reports and letters requested by you will not be provided until they are paid for.

Third party payments and rebates

If you nominate a third party to make payments for services on your behalf, you agree to remain liable for any costs incurred if the third party fails to make payment for any reason. This includes but is not limited to Medicare, NDIS, DFFH. You agree that Think Psychologists is not responsible in any way for your funding or rebates, and is not liable for rejected claims. Any assistance we provide in relation to funding and rebates is a courtesy only and may not be available at all times. If a third party prepays for service, we cannot issue a refund to you directly but only to the third party.

Mandatory Reporting

You understand that in Victoria, registered psychologists are mandatory reporters in relation to concerns about a child's welfare. This means they have a legal requirement to report a reasonable belief of child physical or sexual abuse to child protection authorities, with or without notifying you and with or without your consent.

OH&S and Fire Safety

You understand Think Psychologists must comply with OH&S and Fire regulations. You agree to comply with any lawful direction by staff at all times, and particularly during a practice drill or an actual emergency. Evacuation of the premises should be made via the front doors at reception, unless they are unreachable in which case evacuation can be made via the fire exit doors provided.

Liability

By accessing our service, you agree to indemnify Think Psychologists from any claims and not to hold us liable for any injuries or accidents sustained while on the premises.

Court orders and Custody Arrangements

You acknowledge that Think Psychologists does not supply letters or reports for courts or lawyers and does not get involved in access or custody matters.

You agree to provide Think Psychologists with any legal documentation that specifies the provision of information and decision making in relation to a care giver/guardian.

Storage of information

You understand that Think Psychologists securely stores client data in paper files, local computer files and in the cloud (internet). As much as possible, cloud-based client information is encrypted and protected by two-factor authentication.

Privacy Policy

By commencing services at Think Psychologists, you agree to your personal information being managed in accordance with the privacy policy available on our website.

Complaints and Feedback

You acknowledge that you are aware that Think Psychologists has a complaints and feedback process available on the Think Psychologists website.

Changes to these Terms

You acknowledge that Think Psychologists may change these terms and conditions of service at any time for any reason and you agree to be bound also by any future terms and conditions.