

## New clients



## Important information for your first session

### Getting to the practice

The practice is located near the corner of Bank and Montague Streets, South Melbourne. The 'South Melbourne Beach' tram (#1) is the nearest tram route and stop #27 located on the corner of Park and Montague Streets is 100m from the Practice. The 'St Kilda Beach' tram (#96) is also close by. There is 2 hour free parking immediately in front of the Practice.

The Practice is located in an old plumber's warehouse. Please enter via the front door and take a seat in reception. Toilets are located in the rear of the building accessed via reception.

### Your first session

This session, and subsequent sessions, last 60 minutes. The focus of the initial session is to gain a thorough understanding of your current difficulties, and together, begin to identify your therapeutic goals.

Before attending this session you should read the information pertaining to the collection and storage of personal information. Please bring with you a signed copy of this document along with your referral and Mental Health Care Plan if you have one.

### Payment and fees

Payment and any Medicare rebate for your session can be automatically processed using Practice Software Halaxy and on-line banking. This can be organised by providing banking and Medicare details below. Telehealth and in-person sessions incur the same fee (\$200) and MBS rebate (\$128.40). Your private health insurance may also have psychological services cover.

### Cancellation policy

If for some reason you need to cancel your appointment please provide at least 24 hours prior to your appointment to avoid a cancellation fee of \$85.00. You will not be able to claim this fee from Medicare or your private health insurer.

### Personal details

Full name: .....

Address: .....

Date of birth: .....

Referred by: .....

Medicare no.: .....

Expiry date: ..... Personal ref. no.: .....

Tel: .....

Email: .....

### *Person to contact in emergency*

Full name: .....

Tel: .....

### *For automatic processing of fee and rebate*

Credit/Debit card no: .....

Name on card: .....

Exp date: ..... CCV: .....

### *Rebate to be paid into*

Account name: .....

BSB: ..... Account No.: .....

*NB. MBS rebates cannot be made to credit cards.*