

Providing Services to you

As part of providing counselling and professional services to you, Vida practitioners will need to collect and record personal information from you that is relevant to your current situation. This information is a necessary part of our work together. You do not need to provide all your personal information, and Vida practitioners will respect your privacy.

Any information gathered will be used for the confidential formulation of assessment, treatment plans and to ensure continuity of care. The information collated, including any personal details will not be disclosed to others without your consent, with the exception of any other therapists involved as part of your care within Vida.

You are entitled to access the information in your file through Freedom of Information, unless the relevant legislation indicates otherwise. In some cases, certain information may need to be excluded from access. You can discuss appropriate forms of access with your therapist directly.

Confidentiality and Release of Information

We pride ourselves on our professionalism and ability to run confidential sessions. As such, all personal information including information shared in sessions, case notes and assessment tools used will remain confidential and secure, with some exceptions. These include information subpoenaed by courts, where failure to disclose information would result in unacceptable levels of risk for yourself or someone else, you provide us with consent to disclose information to a third party (for example a GP, lawyer, workplace, family member) or where disclosure is required or authorised by law. You have the right to revoke consent given to release information to third parties at any time.

By signing below, you agree for Vida practitioners to:

- Take notes during appointments/sessions and keep these in a confidential file
- With your permission, you consent to Vida practitioners liaising with other health professionals involved in your treatment to provide you with the best service possible
- For Vida practitioners to discuss aspects of your case/treatment during clinical supervision/consultation for the purpose of improving services. Any discussion with clinical supervisor will be de-identified and exclusively to ensure that professional standards are maintained

Fees and Cancellation Policy

You agree to the schedule of fees outlined online (<https://www.vida-life.com.au/>) as they relate to your situation. Sessions which run overtime may incur additional costs based on 15-minute intervals. The cost of your appointment is required to be paid at the conclusion of your appointment. You may request an extension with your therapist directly. **Cancellations** with less than 24-hour notice will incur an 50% fee, no shows will incur the full-fee of the missed services. If you have unavoidable situations, the late cancellation fee may be waived at the discretion of your therapist. Late arrivals may result in shorter sessions.

I, _____, have read and understood the above consent form. I have been provided with the opportunity to discuss this with a Vida representative. I agree to these conditions for all services provided by Vida practitioners.

Full name:

Signature:

Date:

Parent/Guardian (Under 18):