

Clinical Minds Psychology

New Client Intake Form & Combined Consent

ABN 96 150 581 605 | 76 Albany Street, Coffs Harbour NSW 2450 | www.clinicalminds.net

Your Personal Details

Title _____

First Name _____

Preferred Name _____

Last Name _____

Parent/Guardian First Name (if you are under 14, or not yet able to consent to their own treatment): _____

Parent/Guardian Surname (if you are under 14, or not yet able to consent to their own treatment): _____

Sex _____

Gender Identity _____

Pronouns _____

Date of Birth _____

Street Address _____

Suburb _____

State _____

Postcode _____

Email Address _____

Mobile Phone _____

Home Phone _____

Occupation _____

Medicare / NDIS / Private Health Details _____

If you are an NDIS Participant, please complete the following

Support Coordiantor: Name, Phone and Email

Your GP Details

Name of Doctor _____

Practice Name _____

Phone Number (if known) _____

If you have your referral, you can upload it here. If you have already uploaded it, please ignore this question.

Your Mental Health History & Goals

Have you ever experienced mental health difficulties before?

☐Anxiety ☐Depression ☐Stress ☐Other difficulties

If you selected "other difficulties" and you are open to sharing, please do so below:

How would you describe your mental health at the moment?

Have you seen a psychologist before? If so, when?

What would you like to work on in your psychology sessions?

Can you think of any goals you would like to set during your psychology sessions?

Do you have any other health conditions you feel we should be aware of?

Your Payment Details

To book appointments and process payments efficiently, we securely store your card details through our payment provider. Your full card number is held by the provider, not by Clinical Minds.

Name on card

Card number

Expiry CVV

Payment authority

By completing this section you authorise Clinical Minds Psychology to charge your stored card for the fees that apply to the services you receive, including session fees and any cancellation or non-attendance fees, in line with our Terms and Conditions. The fees that apply are published in our Terms and Conditions and are not set out in this form, so that they stay current.

☐ I agree to the Clinical Minds Psychology Terms and Conditions, including the fees, payment terms and cancellation policy, as set out at www.clinicalminds.net/terms-and-conditions. I understand the current fees are published there and may be updated from time to time with reasonable prior notice.

☐ I understand that appointments cancelled at short notice, or not attended, may incur a fee as set out in the Terms and Conditions, and I authorise Clinical Minds to charge my stored card for that fee.

Medicare claims and assignment of benefit

If you have a valid referral and Mental Health Treatment Plan (or other eligible referral), some of your sessions may attract a Medicare rebate. There are two ways this can work. Under the usual arrangement you pay the session fee and the Medicare rebate is returned to you. Alternatively, where we bulk bill a service, you assign your Medicare benefit to Clinical Minds, we claim the benefit directly from Medicare, and you are not charged for that service. The consents below let us process Medicare claims for you and, where bulk billing applies, accept the assignment of your benefit.

☐ I consent to Clinical Minds Psychology submitting Medicare claims on my behalf for eligible services, and to providing Medicare with

the information needed to process those claims.

☐ Where a service is bulk billed, I assign my right to the Medicare benefit for that service to Clinical Minds Psychology and accept the Medicare benefit as full payment for that service. I understand I will be asked to confirm this assignment for each bulk billed service as required by Medicare.

Informed Consent

Introduction

Welcome to Clinical Minds Psychology. This form provides information about your psychological care, your rights, and how your personal information is managed in line with the Australian Privacy Principles (APPs) and the Psychology Board of Australia Code of Conduct (2025). Our Privacy Policy, available on our website or upon request, provides further detail.

Please read each section carefully before signing. You do not have to sign this form immediately; if you have any questions or concerns, we can discuss them at your first appointment.

1. Nature and Purpose of Psychological Services

You will receive psychological services from a registered psychologist. Our services may include:

- Psychological assessment (interviews, questionnaires, observations)
- Individual therapy (talking therapies, evidence-based interventions)
- Virtual reality and digital therapeutic interventions
- Group therapy (if applicable)
- Telehealth sessions (secure video or phone consultations; available only to Australian residents)

Risks: Psychological therapy may bring up uncomfortable emotions or memories. Progress can vary, and not all clients experience improvement. If you feel distressed at any time, please discuss this with your psychologist.

Limitations:

- Our clinic does not provide crisis intervention or emergency medical care.
- We do not provide medical diagnoses or prescribe medication.
- Your participation is voluntary. You may withdraw consent at any time. If you withdraw, your psychologist will discuss referral options and our obligations to maintain your records.

2. Confidentiality

All information you share with your psychologist is confidential. We will not disclose your personal information to anyone, except in these specific situations:

Exceptions to confidentiality:

- If required by law (e.g., court subpoena, mandatory reporting of child abuse or neglect, if you or someone else is at serious risk of harm).
- If you provide written consent for your information to be shared with other professionals or agencies (e.g., GP, lawyer, insurer).
- If disclosure is necessary for clinical supervision, audit, or practice improvement, only de-identified information will be used and only with your written consent.
- If disclosure is otherwise authorised or required by law.
- If there is a data breach involving your information, you will be notified in accordance with the Notifiable Data Breaches scheme.

Notes will be taken by your psychologist during the session to ensure we have an accurate record of your clinical treatment. If you have questions about confidentiality, please ask your psychologist at your first appointment.

3. Privacy & Data Security

Your personal information will be:

- Collected only as necessary for your care.
- Stored securely in encrypted electronic files and/or locked cabinets.
- Accessed only by authorised clinic staff and your treating psychologist.
- Collected and stored using secure third-party electronic platforms, including Microsoft Forms (for intake and client details), Microsoft 365 OneDrive (for client files and documents), and Zanda/Power Diary (for appointments and clinical notes).
- Stored on servers located within Australia and not transferred or stored outside Australia unless required by law and with your explicit consent.
- Retained for at least seven years after your last appointment (or until a minor turns 25), then securely destroyed according to legal requirements.

Clinical Minds Psychology has taken reasonable steps to ensure all third-party providers (Microsoft and Zanda/Power Diary) comply with Australian privacy law and professional standards. These providers use encryption, access controls, and regular security audits to protect your information.

You have the right to request information about how your data is stored and managed on these platforms. You may request access to, correction of, or deletion of your personal information held in any of these systems, subject to legal and professional requirements.

Your information will not be used for direct marketing.

Use of AI-Assisted Tools

If you consent to the use of AI-assisted tools for clinical documentation, your information will be processed in real time using secure, healthcare-specific artificial intelligence technology. These AI tools do not permanently store or retain your data after your session; any temporary data is securely deleted once processing is complete. Data processed by AI-assisted tools is protected by encryption and strict access controls, in compliance with the Australian Privacy Principles, the Privacy Act 1988 (Cth), and the Psychology Board of Australia Code of Conduct (2025).

You have the right to ask questions about how AI-assisted tools work, how your data is handled, and to withdraw your consent for their use at any time without affecting your care. For further details, see our Privacy Policy Addendum: Use of AI-Assisted Tools in Psychological Services.

You have the right to request access to your records, except in limited circumstances (e.g., where access may pose a risk to you or others). Requests for access should be made in writing to Clinical Minds Psychology, 76 Albany Street, Coffs Harbour NSW 2450.

4. Use and Disclosure of Personal Information

Your information will be used solely for providing psychological services. Any other use (for research, training, or quality assurance) will only happen with your explicit written consent or if required by law.

A separate consent form is provided for the use of your personal information with AI-assisted tools. You may decline or withdraw consent for AI-assisted documentation at any time.

5. Fees, Billing, and Financial Consent

Our current fee schedule is \$220 per 50-minute session.

- Psychological assessment fees vary and will be discussed prior to booking.
- No Medicare rebate is available for psychological assessments.
- Medicare and/or private insurance rebates may be available for therapy sessions; please ask us for more information if you are unsure. Where you have a valid referral and we bulk bill a session, you may assign your Medicare benefit to Clinical Minds and we will claim it directly from Medicare on your behalf, as set out in the payment consents in this form.

If you need to cancel or postpone your appointment, at least 24 hours' notice is required. A cancellation fee of 100% will be charged if insufficient notice is given (i.e., notice within 24 hours).

If our fees change, we will notify you in advance.

6. Telehealth (if applicable)

If you participate in telehealth sessions:

- Sessions are conducted via secure video or telephone platforms.
- Privacy and confidentiality are maintained to the same standard as face-to-face sessions.
- Telehealth services are available only to clients residing in Australia.

7. Special Populations

For parents/guardians of minors:

- Whether a young person consents to their own treatment is based on their maturity and understanding, rather than a fixed age.
- As a general guide, young people from around 14 years who are assessed as able to understand the nature and consequences of their care may provide their own consent.
- For younger children, or where a young person is not yet able to consent independently, a parent or guardian provides consent by completing the parental/guardian consent section.
- Your psychologist will discuss the most appropriate approach with you.

8. Emergency and Crisis

Our clinic does not provide crisis intervention. If you or someone else is at risk, we will provide referrals to appropriate emergency services or contact emergency services if necessary.

For immediate assistance, contact: Lifeline 13 11 14, Mental Health Line 1800 011 511, or present to your nearest hospital.

9. Cultural Safety and Inclusivity

We are committed to providing culturally safe, inclusive, and respectful services for all clients, regardless of background, identity, or

community. Please let us know if you have any cultural, religious, or personal preferences relevant to your care.

10. Feedback, Complaints, and Client Rights

You have the right to provide feedback or make complaints about your care or privacy.

You may request access to your personal information, request corrections, or request deletion of your information (subject to legal requirements).

For concerns, contact Clinical Minds Psychology, 76 Albany Street, Coffs Harbour NSW 2450.

If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC) or the Psychology Board of Australia.

You will not be penalised or disadvantaged for exercising your privacy rights or making a complaint.

11. Privacy Policy and Terms and Conditions

For any further information, refer to our privacy policy and terms and conditions available on our www.clinicalminds.net/privacy-policy and www.clinicalminds.net/terms-and-conditions and also attached to the email you received with this form.

Consent: Use of AI-assisted tools in Psychological Services

Introduction

As part of our commitment to ethical and high-quality psychological care, we use secure digital tools to assist with documentation, information retrieval, and report generation. One such tool is BastionGPT, a healthcare-specific assistant designed to support clinicians in managing client information and generating clinical documentation.

This form is provided in accordance with the Psychology Board of Australia's Code of Conduct (2025), which requires psychologists to obtain informed consent, uphold privacy and confidentiality, and act transparently and respectfully in all aspects of client care.

What is an AI-Assisted Tool?

An AI-powered tool is used by healthcare professionals to help with tasks such as drafting clinical notes, summarising session transcripts, generating reports, and retrieving evidence-based information. The tools are designed to securely process healthcare data in compliance with privacy regulations, including the Australian Privacy Principles under the Privacy Act 1988 (Cth) and the ethical standards outlined in the Psychology Board of Australia's Code of Conduct.

How Will AI-Assisted Tools Be Used in Our Sessions?

- The AI-assisted tool may be used to assist with documentation of session notes, creation of treatment plans, or summarisation of session information.
- If you consent, session transcripts or key details may be processed by the AI-assisted tool to help organise and synthesise information for your care.
- The AI-assisted tool is used solely as a support tool for documentation and does not make clinical decisions or replace professional judgement.
- Your information will only be used for the purpose of providing psychological services, as outlined in the Code of Conduct.

How is Your Information Protected?

- All data processed by the AI-assisted tool is handled securely and in compliance with the Australian Privacy Principles and the Psychology Board of Australia's Code of Conduct regarding confidentiality and data protection.
- The AI-assisted tools we use process your information in real time and do not permanently store, retain, or use your personal or health information beyond the immediate session. Once processing is complete, your data is securely deleted and not retained on the AI-assisted tool servers.
- Data may be temporarily transmitted to secure servers for processing. These servers are located in Australia or in jurisdictions with equivalent data protection standards, as required by the Privacy Act 1988.
- No data is shared with third parties, used for marketing, or retained for future use.
- If a data breach occurs that may compromise your privacy, you will be notified as soon as practicable, in accordance with legal and ethical obligations.
- You have the right to request access to your information and to correct any inaccuracies, consistent with the Code of Conduct and privacy law.

Your Rights and Choices

- Participation is voluntary. You may decline the use of AI-assisted tools at any time without affecting your care or the therapeutic relationship.
- You may ask questions about how AI-assisted tools work, how your data is handled, and raise any concerns at any time.

- You may withdraw your consent for AI-assisted tool usage at any stage, and alternative arrangements for record-keeping will be provided.
- If you have concerns about privacy or ethical conduct, you may contact the Psychology Board of Australia or relevant regulatory bodies.

AI Scribe Consent Form Addendum: AI-Assisted Tools Data Handling and Compliance Statement

Clinical Minds Psychology uses secure healthcare-specific artificial intelligence (AI) tools and their associated platforms to support clinicians in managing client information and generating clinical documentation. These tools are designed to comply with:

- The Privacy Act 1988 (Cth)
- The Australian Privacy Principles (APPs)
- The Psychology Board of Australia Code of Conduct (2025)

Telehealth Consent

Introduction

During your treatment with Clinical Minds Psychology, you may be provided with psychological services via telehealth (secure video or telephone consultations). This form explains how telehealth works, your rights, and how your privacy is protected, in accordance with the Psychology Board of Australia Code of Conduct (2025) and the Australian Privacy Principles.

Please read the information below and indicate your consent by signing the form. You may discuss any questions or concerns with your psychologist before consenting.

1. What is Telehealth?

Telehealth involves the delivery of psychological services using secure video conferencing (Zoom) or telephone. Zoom is a secure platform with end-to-end encryption, compliant with Australian privacy law and professional standards.

2. Your Responsibilities

To access telehealth consultations, you will need:

- Access to a quiet, private space
- An appropriate device (smartphone, laptop, tablet, or computer) with a camera, microphone, and speakers
- A reliable internet connection

You are responsible for the costs associated with setting up and maintaining the technology needed to access telehealth services.

3. Our Responsibilities

Clinical Minds Psychology is responsible for:

- The cost of the call to you and the cost associated with the telehealth platform
- Ensuring telehealth sessions are conducted using secure, encrypted platforms (Zoom and Power Diary)
- Protecting your privacy and confidentiality to the same standard as face-to-face sessions

4. Privacy, Security, and Data Protection

- All telehealth sessions are conducted using Zoom, which provides end-to-end encryption and complies with Australian privacy standards.
- Your personal information and session data are managed securely using Power Diary and other approved platforms, with access controls and regular security audits.
- Despite these safeguards, the privacy of any online communication is potentially vulnerable to limitations of the technology used. We take reasonable steps to minimise these risks.

5. Risks, Benefits, and Limitations

Benefits:

- Increased accessibility and convenience
- Ability to access services from your home or another private location

Risks:

- Potential for technical disruptions (unstable network connection, audio/video issues)
- Small risk of data breaches or unauthorised access, which we mitigate using secure platforms

Limitations:

- Telehealth may not be appropriate or effective for all services or situations. Your psychologist will discuss the suitability of telehealth with you and may recommend in-person sessions if needed.

6. Emergencies and Crisis Situations

Telehealth is not suitable for crisis intervention. If a crisis occurs during a telehealth session, your psychologist will provide referrals to appropriate emergency services or, if necessary, contact emergency services on your behalf.

7. Consent and Your Rights

- Participation in telehealth is voluntary. You may withdraw your consent for telehealth at any time and request in-person services if available.
- You have the right to ask questions about telehealth, privacy, and data security at any time.
- Consent for telehealth is ongoing and may be reviewed or withdrawn at any stage of your care.

Consent for Supervision and Professional Learning

To support high-quality care and ongoing professional development, as your psychologist, I may discuss aspects of client care with supervisor. Wherever possible, any information shared will be de-identified so you cannot be personally identified.

If identifiable information needs to be shared for supervision or learning purposes, your explicit consent will be requested. You have the right to ask questions, decline, or withdraw your consent at any time without affecting your care.

☐ I consent to my psychologist sharing de-identified information about my care for supervision and professional learning purposes with the psychologists supervisor

Consent Statement

I have read and understood the information above. I have had the opportunity to ask questions and receive clarification as needed. I give my informed consent to participate in psychological services at Clinical Minds Psychology.

I understand that my personal information may be collected, stored, and managed using secure third-party electronic platforms (Microsoft Forms, Microsoft 365 OneDrive, Zanda/Power Diary), and that these platforms comply with Australian privacy law and professional standards. I may request further information or withdraw my consent for use of these platforms at any time, noting that this may affect service delivery.

I understand that if I consent to the use of AI-assisted tools and telehealth (where applicable), my information will be processed securely and in accordance with Australian privacy law and professional standards. I may withdraw this consent at any time.

I have read and understood the information in this Telehealth Consent Form. I have had the opportunity to discuss any questions or concerns with my psychologist. I consent to receiving psychological services via telehealth (video or telephone) from Clinical Minds Psychology. I understand that my privacy and confidentiality will be protected to the same standard as face-to-face sessions, and that I may withdraw my consent at any time.

☐ I have read all of the consent forms, am satisfied I understand them and agree to them and have been given the chance to discuss with my psychologist.

Signature

Signature	Date
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Date