

**Practice Information**

(Ins.)

**About the Practice**

Dr Timothy Sharp and Associates is a group of highly qualified clinical and consulting psychologists. We offer a range of assessment and treatment services. We have offices in Parramatta, Liverpool, Bondi Junction, North Ryde, Mona Vale, and Cremorne in addition to the Sydney CBD. Further information about our services can be found on our web-site at:

**[www.makingchanges.com.au](http://www.makingchanges.com.au)**

**Hours of Opening**

Staff at Dr Timothy Sharp & Associates can be contacted during normal business hours (8.30 am to 5.30 pm). Appointments are generally offered on an hourly basis between 8.00 am and 6.00 pm, Monday to Friday. Appointment times can be negotiated with our receptionist or your psychologist.

**Appointments**

Appointments are 50-minutes in duration and will be charged directly to your insurance company or workplace. It is important that you arrive on time for your appointment.

We would appreciate if you could ensure that the day of the week and the location of your appointment remain consistent after your initial appointment.

This is in an effort to ensure that your psychologist is at your chosen location on your preferred day of the week. This will assist us in our scheduling of appointments and will avoid you having to change psychologists during your treatment.

**Cancellation Policy**

**Fees for our services are \$192 plus GST per hour.**

**A cancellation fee applies to appointments that are not attended, cancelled or re-scheduled for any reason without sufficient notice. These fees are as follows:**

<i>0-24 hours notice</i>	<i>Full hourly rate</i>
<i>25-48 hours notice</i>	<i>50% of the hourly rate</i>
<i>49 hours-4 days notice</i>	<i>25% of the hourly rate</i>

---

Sydney CBD · Mona Vale · North Ryde · Parramatta · Bondi Junction · Liverpool

[www.makingchanges.com.au](http://www.makingchanges.com.au)

All correspondence to:  
Suites 102, Level 1, 74 Pitt St. Sydney 2000  
**Ph** (02) 9231 2522 **Fax** (02) 9231 2533  
[info@makingchanges.com.au](mailto:info@makingchanges.com.au)  
ABN 70 093 345 290

It is essential that you notify the practice as soon as possible if you are unable to attend an appointment. If you cancel a session without sufficient notice the insurer (and other professionals involved in your case) will be notified and your treatment will be suspended until we receive notification from the insurer that they approve continuation of treatment. As insurers approve a certain number of sessions, this means that when you cancel a session without sufficient notice, you will have less number of sessions for your treatment.

In cases where sessions are able to be re-scheduled for the same day, or if your psychologist is able to schedule in another appointment for the cancelled time slot, no cancellation fee will apply.

## **Policy for Management of Personal Information**

This document describes the policy of Dr. Timothy J Sharp & Associates for the management of our clients' information. The psychological services provided are bound by the legal requirements of the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000 and the Health Privacy Principles from the NSW Health Records and Information Privacy Act 2002.

### **Client Information**

As part of providing a psychological service to you, the psychologists employed at Dr. Timothy J Sharp & Associates will need to collect from you and record personal information about you that is relevant to your current situation. The collection of this information is a necessary part of your assessment and treatment. The information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed service.

To provide you with the most effective treatment, it is necessary for your psychologist to collaborate with other professionals involved in your care (especially those involved in the initial referral process). These include, among others, your insurance company, general practitioner, medical specialist (pain, psychiatrist), physiotherapist and rehabilitation provider. Liasing will occur through written reports, telephone conversations and/or meetings.

If you do not agree to the sharing of information then the assessment and/or your treatment may be compromised and in some cases terminated. Please be aware that if this occurs we are obliged to inform the relevant parties of your decision.

Client files are held in a secure filing cabinet, which is accessible only to employees of the practice. The information on each file includes personal information such as name, address, contact phone numbers, and other information relevant to the psychological service being provided.

## **Confidentiality**

Excluding those mentioned above, personal information gathered by your psychologist would remain confidential and secure except when:

1. It is subpoenaed by a court,
2. Failure to disclose the information would place you or another person at risk of harm,\*
3. Your prior approval has been obtained to provide either a written report or to discuss the material with an external professional or agency.

Further, it might be desirable for relevant issues to be discussed with another clinical psychologist at Dr Timothy Sharp & Associates. On occasion, you may be asked to consent to another psychologist attending or observing a session for the purpose of training or supervision. This is to ensure the best possible treatment and quality of service.

*\*Clinical psychologists are considered “mandatory reporters” and are required by law to report to the NSW Department of Community Services if they suspect (using their professional judgement and training), on reasonable grounds, that a child or young person is at risk of harm (i.e. physical, sexual or emotional abuse or neglect).*

## **Requests for access to client information**

In the course of providing treatment your psychologist is likely to record not only factual material, but also their personal thoughts and comments that arise out of the therapeutic session. A client generally has a right to access their health information. In the interests of maintaining the therapeutic relationship between you and your treating psychologist, it may be necessary to discuss with you restrictions on your access to these personal thoughts and comments.

We are happy to discuss the nature and manner of access by you to your personal information.

You do not have to let us know why you require access to information, but we may need to clarify the scope of your request so that an appropriate form of access can be provided.

There are some circumstances in which access may be denied, for example where the access poses a serious threat to the life or health of a person, but in such an event we will let you know the reason. Occasionally, access to notes may interfere with the therapeutic process, and pose a serious threat to your health as a result.

If you find that the information held on you is not accurate or complete, you may request to have that information amended. The psychologist will take reasonable steps to correct the information, attaching comments to the record rather than permanently erasing details.

Upon request your health information held by Dr Timothy J. Sharp & Associates will be made available to another health service provider.

### *Parents/Guardians and Children*

The right of children to privacy of their health information, based on the professional judgement of the provider and consistent with the law, might at times restrict access to this information by parents or guardians. However, we might suggest that the child or young adult involve their parent or guardian in decisions as to how their health information will be handled.

If you wish to access your personal information the *Request for Access to Personal Information Form* should be completed. This form is available from your treating psychologist. These requests will be responded to within 14 days of application and an appointment made for clarification purposes. Please be aware that the insurance company will not cover costs incurred for this appointment.

### **Concerns**

If you have a concern about the management of your personal information, please inform your treating psychologist or Dr. Timothy J. Sharp (Managing Director). Upon request you can obtain a copy of the National Privacy Principles or NSW Health Privacy Principles, which describe your rights and how your information should be handled.

Ultimately, if you wish to lodge a formal complaint about the use of, or access to, your personal information, you may do so with either the:

- Office of the Federal Privacy Commissioner on 1300 363 992  
GPO Box 5218 Sydney NSW 1042.
- Office of the NSW Privacy Commissioner on (02) 9268 5588  
PO Box A123, Sydney South NSW 1235