



Welcome to SANVT. Psychology Service Information & Informed Consent Pack

by Dr Natalja Nabinger de Diaz

March 2026

SANVT. Psychology, Palm Beach

Welcome to SANVT. Psychology

Compassionate, neurodiversity-affirming, client-centred care for growth and healing

Welcome Information & Informed Consent Pack

Version 2.0 - Current as of March 2026

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Welcome Letter & Values Statement

Dear Client,

Beginning therapy can feel like a big step, and whether you're seeking support for yourself, your child, or a loved one, my hope is that this space feels safe, collaborative, and empowering.

SANVT. Psychology is a place where evidence-based practice meets compassion, where care is neurodiversity-affirming, trauma-informed, attachment-aware, and attuned to the whole person. I work with adolescents (16+) and adults with complex needs, offering both individual therapy and psychological/cognitive assessments.

Therapy here is not about one-size-fits-all solutions or quick fixes. It's about creating space to pause, notice, and make sense of your inner world, whether that means navigating anxiety or depression, processing grief or trauma, or finding steadier ways to approach stress, relationships, health challenges or life transitions. Whatever brings you here, sessions centre around what matters to you.

At SANVT. Psychology, therapy is guided by values of compassion, safety, and collaboration. Therapy can feel supportive and healing, and at times it can feel challenging. Both experiences are normal parts of growth. At the heart of it, therapy here is:

- **Compassionate:** your story is heard and held with respect, never judgment.
- **Holistic:** healing includes mind, body, emotions, relationships, culture, community, and your personal strengths.
- **Gentle:** therapy is paced to feel safe and sustainable.
- **Empowering:** therapy works best when your voice and clinical expertise meet.
- **Reflective & Evidence-based:** supported by ongoing supervision and professional development.
- **Collaborative:** you hold the map, and I walk alongside you with curiosity, clarity, and compassion as we untangle what feels overwhelming.

Reaching out is often the hardest step and takes courage. I'm glad you're here, and I look forward to working with you.

With warmth and respect,

Dr Nat

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PhD(ClinPsy; incl. MPsy), BPsy(Hons), BCrimJus | AAPI, MAPS, FCCLP
Founder & Clinical Psychologist
SANVT. Psychology | Provider No. 6221565J

Information & Clinic Policies for Informed Consent

1. Summary of Consent

This Welcome & Informed Consent Pack outlines the key terms and conditions for engaging with SANVT. Psychology, including essential information about privacy, fees, and clinic policies. Please review the pack before booking your first session. If anything is unclear, you're welcome to email me or bring your questions to session.

This consent remains in effect for the duration of your engagement with SANVT. Psychology unless you withdraw it, or until the terms of service change materially or are reviewed at the scheduled annual review date (January each year), in which case you will be notified and asked to re-consent.

Consent may be withdrawn at any time by informing your psychologist in writing or verbally. Withdrawal of consent may affect the ability of SANVT. Psychology to continue providing services.

2. Contact Information

In-Person Location	1/33 Palm Beach Avenue Studio 1, Level 1 (upstairs) PALM BEACH QLD 4221
Telehealth	Secure online platform (Coviu, Zoom, or Halaxy Telehealth)
Phone	0432 748 799
Email	hello@sanvt.com.au
Fax	(07) 3544 7692
Online	www.sanvt.com.au
Practitioner	Dr Natalja Nabinger de Diaz, Founder & Clinical Psychologist
Credentials	PhD(ClinPsy; incl. MPsy), BPsy(Hons), BCrimJus AAPI, MAPS, FCCLP
Qualifications	General Registration with Clinical Endorsement; Clinical PhD (with Master's) in Clinical Psychology, Bachelor (with Honours) in Psychological Science, Bachelor's in Criminology and Criminal Justice

3. Psychological Services at SANVT.

Therapeutic Approach & What to Expect

As a Clinical Psychologist, my therapeutic approach is attachment-based, trauma-informed, neurodiversity-affirming, and tailored to your individual needs. I work from evidence-based and client-centred frameworks with a particular focus on deepening self-understanding and building a more connected relationship with your inner world.

Much of the work I do centres on what happens beneath the surface: the emotions we carry in our bodies, the protective patterns we develop over time, and the ways unprocessed experiences continue to shape how we feel, relate, and respond. Therapy here often involves slowing down to notice what is happening in the body, not just the mind, because emotions are felt before they are thought. Building awareness of these physical and emotional signals is a core part of how change happens, whether that means learning to tolerate difficult feelings, understanding why certain situations trigger old responses, or simply developing a steadier, more compassionate relationship with yourself.

I draw from a range of evidence-based approaches and integrate them based on what you need: emotion-focused cognitive-behavioural therapy, self-compassion- and mindfulness-based CBT, acceptance and commitment therapy (ACT), DBT-informed skills, interpersonal therapy, motivational interviewing, Gottman-informed approaches, and solution-focused work.

I am also currently undertaking accredited core training in Intensive Short-Term Dynamic Psychotherapy (ISTDP) with the ISTDP Institute (Melbourne). ISTDP is an accelerated form of psychodynamic therapy that works directly with the body's emotional responses to help clients access and process feelings that may have been blocked, suppressed, or avoided, often without conscious awareness. Over time, these unprocessed emotions are understood to contribute to the development and persistence of mental health difficulties, physical tension, and relational patterns.

The approach works by helping clients recognise the protective strategies they have developed to shield themselves from painful or overwhelming feelings, and then gently supporting them to experience those underlying emotions in a safe therapeutic environment. This often helps people make sense of long-standing patterns, build emotional resilience, and experience meaningful change in how they relate to themselves and others.

Much of therapeutic work is dynamic and involves observing and working with emotional changes and subtle shifts in the body, breath, posture, and expression as they arise in session. Because of this, all sessions at SANVT. Psychology are conducted in person or via secure video call rather than by phone. For the same reason, it is common for therapy sessions at SANVT. to be video recorded, as recordings better allow for review of the session for self-reflective practice and for receiving more helpful guidance in clinical supervision. Reflective practice and clinical supervision are professional standards required by the Psychology Board of Australia and the APS to maintain quality and safety of care (see Section 7).

Individual Psychotherapy

Individual therapy is the core service at SANVT. Psychology. While most sessions are one-to-one, partners, parents, or other family members may be invited into a session when it meaningfully supports your therapeutic goals.

Session lengths vary depending on your needs. We can discuss which session length feels most appropriate at different stages of therapy. When booking online, you can choose from:

- *20 to 40 minutes* (short check-in, via Telehealth only): Suited for focused check-ins, coaching sessions, follow-ups on a specific issue, or when time is limited.

- *50 to 60 minutes* (standard session): The most common option, providing enough time for in-depth exploration of current challenges, emotional processing, and therapeutic skills.
- *75 to 90 minutes* (extended sessions) or *90 to 120 minutes* (double sessions): Recommended when working with more complex issues, trauma processing, or when extra time allows us to move at a steadier pace without rushing.

Diagnostic Assessments

Diagnostic psychological and cognitive assessments are available when diagnostic clarification, functional insight, or personalised recommendations may support your wellbeing, treatment planning, access to services or accommodations (e.g., at work or school due to ADHD, learning, neurodevelopmental concerns).

An assessment may include a clinical interview, evidence-based questionnaires (completed by you and, where needed, your loved ones), and when required, standardised tasks that assess areas such as attention, memory, learning, or problem-solving. I integrate this information with your history and presentation to create a detailed report with personalised recommendations. A feedback session is included to walk through results and next steps.

Reports are typically completed within 3 to 4 weeks after final testing. Urgent requests (under two weeks) may be possible and may attract an additional fee. Any delays due to leave, illness, or pending information will be communicated as early as possible.

Assessment and reports are for clinical and therapeutic purposes only. SANVT. Psychology does not provide functional capacity or medico-legal assessments. Clients requiring these will be referred to independent or public specialists. If a report is required by law, the medico-legal rate applies.

Full details are outlined in the separate Assessment Information & Consent Form, provided before any assessment is scheduled.

Telehealth Services

Online sessions are conducted via secure, encrypted platforms (Halaxy Telehealth, CoviU, or Zoom). There is no additional fee for telehealth sessions.

Clients are responsible for ensuring a private environment and a reliable connection. If a session drops out, please attempt to reconnect; if this is not possible, we may continue via phone as a backup.

If concerns about your immediate safety arise during a telehealth session, emergency services and/or your nominated emergency contact may be contacted.

You agree to provide your current physical location at the beginning of each telehealth session and to promptly notify SANVT. Psychology if your usual residential location changes.

Video sessions are used rather than phone to allow your psychologist to observe non-verbal cues and monitor your emotional state in real time, which supports safe and effective care.

Telehealth: Getting Ready

- Choose a quiet, private space
- Ensure your camera shows your face and upper body
- Attempt to reconnect if the call drops
- Emergency services may be contacted if safety concerns arise

- If reconnection is not possible within 5 minutes during acute risk, a welfare check may be initiated

Crisis Support

SANVT. Psychology provides evidence-based therapy and psychological assessment services but is not a crisis service. Emails and phones are only intermittently monitored during working hours and are not monitored after-hours or on weekends. SANVT. Psychology aims to respond to non-urgent communications within 2 business days. Responses may take longer during peak periods, practice closures, or when clinical work takes priority.

Ongoing treatment in private practice is contingent upon care remaining clinically appropriate and safe within the private practice setting. If clinical risk increases to a level that exceeds what can be safely managed in this setting, SANVT. Psychology may recommend increased multidisciplinary involvement, referral to specialist services, or transfer of care to higher-acuity services. This will always be discussed with you and managed collaboratively wherever possible.

If you ever feel unsafe or need urgent support during crisis, please contact:

- Emergency Services: Call 000
- Gold Coast Acute Care Team: 1300 642 255
- Lifeline: 13 11 14
- Suicide Call Back Service: 1300 659 467
- Kids Helpline: 1800 55 1800
- Parent Helpline: 1300 301 300
- 13YARN (First Nations People): 13 92 76
- DVConnect (QLD): 1800 811 811
- 1800RESPECT: 1800 737 732
- PANDA (Perinatal Anxiety and Depression Australia): 1300 726 306
- Or present to your nearest GP or hospital emergency department

4. Fees, Payments & Funding

Fee Summary

Fees are charged automatically at 8:00am on the day of your appointment via the card stored in Halaxy.

Service fees are set in line with the Australian Psychological Society (APS) National Schedule of Recommended Fees and reflect the time, expertise, and preparation involved in clinical care, documentation, and coordination. Fees are reviewed periodically; changes are communicated in advance.

Service Fees (current as of March 2026)

Your sessions and any associated clinical work are billed at the rates below. All service fees are per hour (60 minutes) on a pro-rata basis.

Service	Standard	Concession	Complex / Out-of-Session	*Urgent Report
Therapy Session	\$250	\$195	\$270	-
Assessment Session	\$270	\$230	\$320	-
Reports, letters & other documentation	\$270 (+GST)	\$230 (+GST)	-	\$285-320 (+GST)
Court-compelled / Medico-legal	\$320 (+GST)	-	-	\$335-370 (+GST)
Admin / Record transfer	\$35 (+GST)	-	-	-

**Standard turnaround for assessment reports and detailed clinical documentation is 3 to 4 weeks from the final testing session, receipt of final information, or time of request. Urgent requests (under 3 weeks) may be possible depending on practitioner availability and attract a priority loading as indicated, with shorter turnaround times attracting a higher loading.*

Payments

Fees are charged automatically at 8:00am on the day of your appointment via the card stored in Halaxy.

SANVT. Psychology operates as a cashless and paperless practice. A valid debit or credit card must be stored in Halaxy before appointment bookings can be confirmed.

Your card details are stored securely within Halaxy's PCI-DSS compliant payment system, encrypted using bank-level security standards. With the exception of the final digits and expiry date, no one at SANVT. Psychology can view or retrieve your full card details.

Late Cancellations & Non-Attendance

These policies ensure appointment times can be offered to others who need them and that the practice remains sustainable:

- Therapy sessions: Cancellations or changes with less than 48 hours' notice may incur the full session fee.
- Non-attendance without notice will incur the full session fee.
- These fees are charged automatically to your saved card at 8:00am on the day.
- Repeated late cancellations or non-attendance may affect your ability to rebook.
- Medicare and other funding bodies do not provide rebates for cancellation fees or non-attended appointments.

Assessment Testing Sessions:

Cancellation terms for assessment testing sessions (e.g., cognitive or psychometric testing) differ from standard therapy sessions. Full details are outlined in the Assessment Information & Consent Form. In summary:

- More than 72 hours' notice: No cancellation fee applies.
- 36 to 72 hours' notice: 50% of the scheduled session fee applies.
- 24 to 36 hours' notice: 75% of the scheduled session fee applies.
- Less than 24 hours' notice or non-attendance: The full scheduled session fee applies.
- If you are unwell on the day of a testing session, please contact SANVT. Psychology as soon as possible. Where your psychologist determines rescheduling is clinically necessary to ensure valid results, the late cancellation fee will be waived on provision of a medical certificate from a registered health practitioner within 48 hours of the cancelled appointment.

Late Changes, Cancellations & Non-Attendance

The following cancellation fees apply when changes are made at short notice. Because assessment testing sessions are often scheduled in longer blocks and require significant preparation and materials, a graded fee structure applies to these appointments.

Changes & Cancellation	Notice Period	Fee
Therapy sessions	Less than 2 days (48 hours)	Full session fee
Assessment: Intake, Interviews, Feedback Sessions	Less than 2 days (48 hours)	Full session fee
*Assessment: Testing Session	Late cancel with notice between 1.5-3 days (36-72 hours)	50% of scheduled session fee
*Assessment: Testing Session	Late cancel with notice between 1-1.5 days (24-36 hours)	75% of scheduled session fee
*Assessment: Testing Session	Less than 24 hours + Non-attendance	Full session fee

**Assessment testing sessions (e.g., cognitive assessments, extended diagnostic interviews) may be scheduled for 2-3+ hour blocks at a time. A graded cancellation fee structure applies to reflect the preparation, materials, and scheduling involved.*

Out-of-Session Work

Work conducted outside standard session time is billed at the applicable rate (see Fee Summary table above). This includes but is not limited to: extended email exchanges, stakeholder coordination, safety planning, report writing, and documentation.

Where after-hours clinical work is required in response to urgent safety concerns (e.g., crisis assessment, risk management, emergency coordination), this work is billed at the standard clinical hourly rate. Where practicable, you will be informed before or as soon as possible after such work is undertaken.

Where clinically necessary out-of-session work is anticipated to exceed 15 minutes, SANVT. Psychology will notify you in advance where practicable and seek your agreement before proceeding. In urgent or safety-related circumstances, work may proceed without prior notification, and you will be informed as soon as practicable.

Reports, Letters & Forms

- Reports, letters, and other forms of documentation (outside standard clinical notes) are billed at \$270 per hour in 15-minute increments.
- Most requests are completed within 1 to 4 weeks, depending on the nature of the requested documentation.
- For complex or comprehensive documentation, most requests are completed within 3-4 weeks. Urgent requests may attract additional fees and is subject to practitioner availability to complete urgent work.
- Medicare rebates do not apply to the completion of assessments (e.g., cognitive assessment sessions or testing), forms, letters, or reports.
- SANVT. Psychology does not provide medico-legal reports. If a court compels a report, this is billed at \$320 per hour due to extensive review required.
- Reports, letters, and assessment documentation cannot be released while the account is in arrears. Payment must be settled in full before documents are provided.
- Comprehensive assessment reports may require a 50% deposit to cover copyrighted materials and scoring time. The deposit is non-refundable once testing materials have been administered. The remaining balance is due at the arranged follow-up.
- Payment plans may be available for larger invoices (e.g., assessment reports) by prior arrangement.

Referrals & Funding

- If you have a GP referral or Mental Health Care Plan, please email or upload it before your first session to avoid rebate delays.
- Referrals generally need to be dated on or before the date of your appointment for Medicare rebates to apply.
- You are also welcome to provide medication lists, previous reports, or other relevant documents.

Rebates & Funding Sources

- Medicare rebates (where eligible) are usually automatically processed at the time of your attended session and usually appear within 1 to 3 business days.
- Private Health Fund: May provide rebates depending on your extras cover. Some funds can be processed via Halaxy; others require self-submission.
- DVA, Victim Assist, WorkCover, and QPS: Billed under scheme rules; eligibility must be confirmed by your referrer or before booking.

NDIS Participants:

SANVT. Psychology is available to self-managed and plan-managed NDIS participants.

- **Self-managed** NDIS participants: Session fees are charged to your stored payment method on the day of your appointment. You are responsible for claiming reimbursement from your NDIS funds directly.
- **Plan-managed** NDIS participants: Invoices will be sent directly to your plan manager and your card will not be charged (unless a cancellation or non-attendance fee applies under policy and your plan manager does not cover this on your behalf).
- Please confirm your plan management type with SANVT. Psychology before your first appointment.

Medicare Referrals & Rebates

If you've been referred by your GP, Psychiatrist, Paediatrician, or another eligible referrer, you may be able to claim Medicare rebates under a Mental Health Treatment Plan. Rebates are available for up to 10 individual sessions per calendar year (plus up to 10 group sessions, if eligible).

Medicare Rebate & Other Funding Scheme Rates (current as of March 2026)

If you're accessing services through Medicare, NDIS, or another funding body, the rebate or scheme rate you may be eligible for is outlined below. Not all sessions attract a rebate, and where possible, your practitioner will confirm this at the time of booking.

Funder	Rebate / Scheme Rate (per session)
Medicare (50+ min) - Standard Rebate	\$145.25
Medicare (30-40 min)	\$98.95
NDIS (60 min)	\$230.93
DVA / WorkCover QLD / QPS / Victim Assist QLD	Billed under applicable scheme rates

Rates are set by the respective funding bodies and are subject to change. For current rates, please refer to the Services Australia website, the NDIS Price Guide, or your relevant funding body's published schedule.

Private Health & Self-Funded Appointments

You are welcome to attend without a referral. Medicare rebates do not apply without a valid MHCP, but private health rebates may be available depending on your cover; otherwise, full service fees apply.

By booking or attending an appointment, you agree to these payment processes and to the SANVT. Psychology cancellation policy.

5. Confidentiality & Privacy

What you share in therapy is kept confidential. Your information is stored and managed in accordance with the Privacy Act 1988 (Cth), Australian Privacy Principles, and AHPRA/APS standards. Information is not shared with third parties without your consent, except where required or permitted by law.

Limitations to Confidentiality

Information is only released in the following circumstances:

- **With your Permission:** If a report or conversation with another professional or agency is required or requested by you (e.g., your GP, lawyer, employer, school, family).
- **If there is a Risk to Safety:** If you or someone else is at serious risk of imminent harm to life, health, or safety, your practitioner is required by law to notify authorities (e.g., emergency services) and/or may notify your nominated emergency contact to keep you safe.
- **If Required by Law:** Subpoenas, court orders, or mandatory reporting obligations (e.g., child safety concerns).
- **Medicare Requirements:** If you are referred under a Mental Health Treatment Plan, Medicare requires progress updates to your GP. These reports are standard and provided to your GP directly at no extra cost, unless otherwise discussed in exceptional circumstances.

Confidentiality with Adolescents (Under 18 years)

- For clients who are young people under 18, confidentiality is respected in the same way as for adults, with additional considerations:
- The young person must agree to participate (assent) in therapy/assessments.
- A parent or guardian usually needs to provide consent for treatment.
- Separated parents both may need to provide consent, unless legal custody arrangements state otherwise.
- Where there is significant parental conflict or uncertainty regarding therapy, therapy may need to pause until clarity is reached.
- Sessions remain private and information is not automatically disclosed to parents, unless the young person agrees, or sharing information is necessary for safety or care coordination.
- Recordings involving minors are used only when clinically appropriate and require guardian consent and the young person's assent.

Records & Record-Keeping

- Your records are stored securely for at least seven (7) years after your last appointment, or until age 25 if treatment occurred while under 18.
- You can request access to your records at any time. Requests should be made in writing and will be responded to within 30 days in accordance with the Privacy Act 1988 (Cth). Where appropriate, information may be provided in the form of a summary or relevant extract rather than the full clinical file.
- Where preparation, review, or transfer of records is required, an administrative fee may apply (\$35+GST/hour). If a new clinical summary report or letter is requested, this may incur the standard clinical report-writing fee (\$270+GST/hour).

- Recordings used for supervision or training are not part of your official clinical record and are promptly deleted within 18 months, or once no longer required.
- All session recordings (audio and/or video) require consent from all parties involved.

In the unlikely event of unauthorised access, loss, or disclosure of personal information, SANVT. Psychology will follow its data breach response procedures and comply with the Notifiable Data Breach requirements under the Privacy Act 1988 (Cth).

Digital Systems

SANVT. Psychology operates as a fully paperless practice and uses secure digital platforms to support efficient, high-quality care in accordance with the Privacy Act 1988 (Cth) and professional standards.

- Practice management system: Booking, billing, secure communications, and secure record storage (Halaxy).
- Note-writing support: Clinical note support (NovoNote).
- Psychometric assessments platform: Completing questionnaires securely (NovoPsych).
- Secure video platforms: CoviU, Halaxy Telehealth, or Zoom.

Additional digital tools may be used from time to time to support clinical documentation, administrative processes, or resource development. No client-identifiable information is shared with third parties outside of the systems named above, except with your consent, where required by law, or where information has been de-identified. All systems used comply with the Privacy Act 1988 (Cth) and Australian Privacy Principles.

If you have concerns about the management of your personal information, you may contact the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 or at www.oaic.gov.au.

6. Communication

Direct Communication

- Email and SMS are the primary ways to contact SANVT. Psychology for administrative or scheduling matters.
- Phone and emails are monitored Monday to Thursday during business hours (outside of session times), but are not monitored after hours or on weekends.
- SANVT. Psychology aims to respond to non-urgent communications within 2 business days. Responses may take longer during peak periods, practice closures, or when clinical work takes priority.

Admin (0432 748 799):

You're welcome to call or text the clinic number for practical matters such as running late or needing directions; telehealth troubleshooting; arranging or adjusting appointments if preferred over booking online.

- This phone may be used to contact you for arranged sessions or admin follow-up.
- It is not used for therapeutic communication outside of agreed phone sessions.
- If unanswered, please send a text with your name and query, or follow up by email if urgent.
- To protect your privacy, please avoid sending sensitive information by SMS. Use email or the secure Halaxy portal instead.

Reminder:

SANVT. Psychology is not a crisis service. If you require immediate support, please contact emergency or crisis services listed above.

Therapy/Assessment-Related Resource Sharing

To support your care, therapy-related resources (e.g., worksheets, handouts, progress summaries, or forms relevant to your care) may be sent via email/SMS or your secure Halaxy patient portal (optional to set up). Sensitive information will be sent as password-protected files whenever possible.

7. Reflective Practice and Supervision: Recordings

Reflective practice is an important part of the care at SANVT. Psychology. With your knowledge and consent, sessions may be recorded for self-review or professional supervision. This approach is recognised across specialist institutes (e.g., APS, ISTDP, Gottman, clinical research) and training universities as gold-standard practice that improves the quality and safety of therapy.

- This is an optional process and requires your explicit written consent. Recordings are temporary, stored securely, and are never part of your permanent health record.
- Recordings support ongoing self-supervision and professional supervision with senior clinicians and/or peers, who are bound by the same ethical and privacy standards.
- Recordings are password-protected, stored securely, and deleted within 18 months (or sooner once no longer required).
- Declining or withdrawing consent will never affect your care. Even if you previously consented, you can ask for recording to stop prior to, during and/or after a session at any time.
- Recordings involving minors require guardian consent and the young person's assent.
- Couples/family sessions require written consent from all participants.

Reflective practice and professional supervision are required under APS and Psychology Board of Australia standards. For more information, see the Appendix: Professional Standards & References.

8. Professional Boundaries & Feedback

SANVT. Psychology maintains clear professional boundaries in line with the Psychology Board of Australia's Code of Conduct for Psychologists (2025). Therapeutic contact cannot occur via social media, and testimonials cannot be accepted.

Feedback is always welcome. You may provide it verbally or via email.

Online Presence (Social Media) & Testimonials

I maintain professional and creative accounts (SANVT. Psychology; Riot & Bloom Collective). These accounts are for general education and community content, not clinical communication.

To protect your privacy, please:

- Avoid contacting me via social media for clinical matters.
- Be aware that engaging with posts (likes, comments) may reveal personal information.
- Use email/Halaxy for all therapy-related communication.

Social media is absolutely not monitored for clinical communication and must not be used in place of crisis support or therapeutic contact.

Conflicts of Interest

To protect your care and maintain professional boundaries, therapy cannot proceed if a conflict of interest exists (e.g., close personal or family relationships, dual professional roles). If this ever arises, we will discuss the best path forward (e.g., referral options to another practitioner).

Cultural Safety

SANVT. Psychology is committed to culturally safe, trauma-informed, and non-discriminatory practice in line with the Psychology Board of Australia's Code of Conduct (2025). You are encouraged to raise any cultural, identity-based, or accessibility needs at any time, and your psychologist will work with you to ensure services are responsive to your needs.

9. Feedback & Complaints

Feedback is always welcome. Raising a complaint will not disadvantage your care.

If you have concerns, you are encouraged to raise them directly with me. I will do my best to address your feedback respectfully and promptly. An Anonymous Feedback Form is also available via www.sanvt.com.au or on request.

If your concern is not resolved, you may also contact the following independent organisations:

- AHPRA (Psychology Board of Australia): 1300 419 495, www.ahpra.gov.au
- Australian Psychological Society (APS): 1800 333 497, www.psychology.org.au
- Office of the Health Ombudsman (Qld): 133 646, www.oho.qld.gov.au
- Office of the Australian Information Commissioner (OAIC): 1300 363 992, www.oaic.gov.au (for privacy-related concerns)

10. Consent & Acknowledgement

This Welcome & Consent Pack applies to all services at SANVT. Psychology. By providing digital consent via Halaxy, you confirm that you understand and agree to the information in this document.

This consent remains in effect for the duration of your engagement with SANVT. Psychology unless withdrawn, or until the terms of service change materially or are reviewed at the scheduled annual review date (January each year), in which case you will be notified and asked to re-consent.

If you have questions, please raise them in session or email hello@sanvt.com.au before signing.

This is the SANVT. Psychology Welcome & Consent Pack (v2.0; current as of March 2026).

The latest version is always available via Halaxy, www.sanvt.com.au, or on request.

**You do not need to sign this document. You will complete the digital version via Halaxy.
Paper/PDF versions are used only if technical issues occur.**

Appendix: Professional Standards & References

At SANVT. Psychology, reflective practice and supervision are core to ensuring the highest quality of care. The use of session recordings (with your explicit consent) is one method recognised as best practice to support this. Below are independent, credible references from professional bodies in Australia:

Summary:

- Supervision and reflective practice are mandatory professional standards.
- Recordings are not mandatory but are a widely recognised best-practice tool to support supervision and professional development.
- All recordings are optional, confidential, securely stored, and destroyed within 18 months (or sooner if no longer required for reflective practice or supervision).

Confidentiality in Supervision:

Supervision is a protected and regulated process under Australian law and professional codes. To protect your privacy and dignity:

- Only information relevant to clinical learning is shared.
- Client identities are de-identified in most cases (e.g., initials only, generalised presentation).
- Supervisors and peer supervisees are bound by the same strict confidentiality standards, including under the AHPRA Code of Conduct (2025) and APS Code of Ethics (2007, revised 2014).
- Session recordings are only used with your explicit written consent and are deleted within 18 months (or sooner when no longer needed for reflection or supervision).
- Declining or withdrawing consent for recordings does not affect your care or access to therapy in any way.

Australian Psychological Society (APS):

- APS Code of Ethics (2007, revised 2014): Principle B.1.3 requires informed consent for any audio or video recording sessions.
- APS Ethical Guidelines on Supervision (15th edition, 2022): Supervision is an ethical obligation for psychologists. With client consent, recordings may be used to support clinical learning, professional development, and quality assurance.
- APS Confidentiality FAQs: Clarifies when and how client information can be shared, including in supervision, provided informed consent is obtained.

Psychology Board of Australia (AHPRA):

- Code of Conduct (2025): Effective 1 December 2025, the updated Code outlines clear expectations for psychologists to engage in ongoing supervision, reflective practice, and feedback processes to maintain professional competence.
- Professional Competencies for Psychologists (2023): Competency 2.7 specifies that psychologists must engage in reflective practice, clinical supervision, and structured feedback to improve the quality of care and maintain standards of practice.