SANVT.
PSYCHOLOGY with Dr Nat

October 2026

WELCOME PACK

hello@sanvt.com.au
0432 748 799 (SMS preferred)
www.sanvt.com.au
@sanvt.psychology

1/33 Palm Beach Avenue
Level 1 (upstairs)
PALM BEACH QLD 4221

@sanvt.psychology

1/33 Palm Beach Ave
Studio 1, Level 1 (*upstairs*)
PALM BEACH, QLD 4221
Provider Nr: 6221565J

SANVT.
PSYCHOLOGY with Dr Nat

www.sanvt.com.au

email: hello@sanvt.com.au
phone: 0432 748 799
Fax: (07) 3544 7692
ABN: 1683 4924 521

Welcome to

SANVT. Psychology

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

Welcome Information & Informed Consent Pack

October 2026

Dr Natalja Nabinger de Diaz

PhD(ClinPsy; incl. MPsy), BPsy(Hons), BCrimJus

Fellow, APS College of Clinical Psychologists (FCCLP)

Member, Australian Association of Psychologists (AAPi)

Clinical Psychologist | AHPRA Registered

SANVT. Psychology, Palm Beach QLD

SANVT.
PSYCHOLOGY with Dr Nat

Table of Contents

Welcome Letter & Values Statement 4
1. Summary of Consent 5
2. Contact Information 5
3. Psychological Services at SANVT. 6
  Therapeutic Approach & What to Expect 6
  Individual Psychotherapy 6
  Diagnostic Assessments 7
  Telehealth Services 7
  Crisis Support 8
4. Fees, Payments & Funding 8
  Fee Summary 8
  Payments 9
  Late Cancellations & Non-Attendance 10
  Out-of-Session Work 11
  Reports, Letters & Forms 12
  Referrals & Funding 13
  Rebates & Funding Sources 13
  Medicare Referrals & Rebates 13
  Private Health & Self-Funded Appointments 14
5. Confidentiality & Privacy 14
  Limitations to Confidentiality 14
  Confidentiality with Adolescents (Under 18 years) 15
  Records & Record-Keeping 15
  Digital Systems 16
6. Communication 16
  Direct Communication 16
  Therapy/Assessment-Related Resource Sharing 17
7. Video Recordings for Reflective Practice and Supervision 17
8. Professional Boundaries & Feedback 17
  Online Presence (Social Media) & Testimonials 18
  Conflicts of Interest 18
  Cultural Safety 18
9. Feedback & Complaints 18
10. Consent & Acknowledgement 19
Appendix: Professional Standards & References 20

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 Natalja Nabinger de Diaz
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.

Consent is an ongoing process. You can ask questions and withdraw consent verbally or in writing. Material changes to services or terms will be explained and fresh consent sought. Ongoing clients will be asked to renew their service agreement and written consent at the beginning of each new financial year. Returning clients will be asked to renew consent at the beginning of a new treatment or assessment period after a longer treatment break. Video recording for reflective practice and supervision is optional and may be declined without affecting your treatment or access to care.

You may withdraw consent verbally or in writing. Withdrawal of consent to the clinical service may affect whether that service can continue. Declining or withdrawing optional video-recording consent for reflective practice or supervision does not affect your care.

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, therapy and client assessment appointments are normally conducted in person or via video; agreed collateral telephone interviews and temporary phone backup may also be used. Video recording for reflection or supervision is optional, requires separate express consent, and may be declined without affecting your 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 appointment length is most appropriate. Available appointment lengths and fees are shown in the tables below; some appointments are arranged directly with your psychologist.

- **40 minutes (Booster session, via telehealth only): suited for focused check-ins, follow-ups on a specific issue, or when time is limited.**
- **60 minutes (Standard session): the most common option, providing time for in-depth exploration of current challenges, emotional processing and therapeutic skills.**
- **75 minutes (Extended), 90 minutes (Complex) or 120 minutes (Double): longer appointments may be recommended where extra time supports the agreed therapeutic work 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 clinical and structured interviews, self-report and observer questionnaires, collateral interviews, review of school reports or previous assessments, and cognitive or academic testing where indicated. Formal assessments include a report with findings and recommendations and a feedback session. Screening is narrower, and written output is optional. Relevant information already gathered is reused where appropriate.

Assessment reports are usually completed within 3 to 4 weeks after the final assessment appointment and receipt of required information. Urgent requests requiring completion in under two weeks may be possible by prior agreement. Any expected delay or change in the agreed fees is discussed with you.

Assessments and reports are for clinical and therapeutic purposes. SANVT. Psychology does not provide functional capacity assessments or independent medico-legal assessments or court reports in the treating role. Clients needing those services are referred to appropriate independent or public specialists. Legally compelled documentation follows the court-compelled rates and applicable legal requirements.

Full details are outlined in the separate Assessment Information & Consent Pack, 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.

Please ensure a private environment and reliable connection. If a session drops out, we will make reasonable efforts to reconnect and discuss brief phone backup, adjustment or rescheduling where appropriate. Interrupted-session fees are discussed according to the service delivered and the circumstances.

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.

For immediate danger call 000 or attend your nearest hospital emergency department. For crisis support, contact Lifeline:

- 13 11 14

4. Fees, Payments & Funding

Fee Summary

Appointment fees are normally processed at 8:00 am on the appointment day. Questionnaires, assessment report deposits and other agreed work follow their separately disclosed invoice and payment arrangements.

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. Service terms and pricing are subject to annual review to adjust for inflation. Fee changes are communicated in advance.

Service fees current as of October 2026

Your sessions and any associated clinical work are billed at the rates below.

Therapy Sessions

Session	Time	Standard	Reduced	After-Hours
Booster (online only)	40 min	$170	$130	$185
Standard	60 min	$250	$195	$270
Extended	75 min	$315	$245	$340
Complex	90 min	$375	$295	$410
Double	120 min	$500	$390	$540

Assessment Sessions & Documentation

Item	Time	Standard	Reduced	After-Hours
Initial assessment session	60 min	$270	$230	$320
Standard interview	60 min	$270	$230	$320
Extended interview	75 min	$340	$295	$410
Complex interview	90 min	$410	$345	$490
Testing session	90 min	$410	$345	$490
Testing session	120 min	$540	$460	$640
Testing session	180 min	$810	$690	$940
Reports, letters and documentation (including GST)	Per hour	$297	$253	Not applicable

A valid referral does not by itself guarantee a rebate or bulk billing. Where a session is bulk-billed, no additional charge applies to that session.

Court-compelled documentation is $352 per hour including GST; an agreed urgent court-report rate may be $368.50 to $407 per hour including GST. Routine non-clinical administration and record transfer, where separately agreed, are $38.50 per hour including GST. Urgent clinical report rates are explained under Reports, Letters & Forms.

Assessment reports are usually completed within 3 to 4 weeks after the final assessment appointment and receipt of required information. Other supporting documentation usually takes 2 to 4 weeks, depending on scope. Urgent requests mean completion in under two weeks and must be agreed in advance, including the total fee or applicable hourly rate.

Screening questionnaires via NovoPsych and routine assessment coordination are included in assessment session fees. Named diagnostic questionnaires and testing materials are separately itemised in your estimate and already included where stated in the pathway total. There is no universal assessment battery fee. A limited number of concession appointments are available by agreement for clients with a current Health Care Card, Pensioner Concession Card or Commonwealth Seniors Health Card, and full-time students with current Australian tertiary student identification and evidence of full-time enrolment. Financial-hardship requests may be considered individually. Please provide current evidence of eligibility. Concession fees apply prospectively from the date the arrangement is confirmed and are not applied retrospectively.

Payments

Appointment fees are normally processed automatically at 8:00 am on the day of your appointment using the payment method stored securely through Halaxy. Questionnaires, assessment report deposits, other agreed work and applicable cancellation fees follow their separately stated invoice and payment arrangements. By providing

payment details, you authorise payment of the disclosed appointment fees and other charges agreed under these arrangements. You will receive an invoice or receipt. If a payment is unsuccessful, you will automatically receive your invoice with alternative payment options via email/SMS. Any payment plan or split-payment arrangement is agreed with you. SANVT. Psychology operates as a cashless and paperless practice. A valid payment method is required to make and hold bookings, subject to an agreed funding arrangement.

Card details are collected and processed through Halaxy's payment system. Please use the secure payment form rather than sending full card details by email or SMS. Contact the practice if you need assistance.

Late Cancellations & Non-Attendance

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

You can book available appointments and change bookings through Halaxy or directly with your psychologist. Appointment confirmation and reminder emails contain a link that allows you to reschedule or cancel up until 48 hours before the scheduled appointment start. Within the 48-hour notice period, you cannot make changes online; please contact SANVT. Psychology directly as soon as possible.

If you contact the practice as soon as possible before your appointment and an alternative appointment is available within the same week, the late cancellation fee will be waived once your replacement appointment has been attended. Replacement appointments are subject to availability. If you reschedule to a later week, do not attend without prior notice, or do not attend your replacement appointment, up to the full appointment fee may apply. Individual circumstances may be considered when deciding whether to reduce or waive a fee.

- **Therapy, initial assessment, client or collateral interview and feedback appointments: changes with less than 48 hours' notice may incur the full agreed appointment fee.**
- Non-attendance without notice incurs the full agreed appointment fee, subject to applicable funding rules.
- Applicable cancellation fees are invoiced and processed using your authorised payment method, subject to your funding arrangement and applicable scheme rules.
- Repeated late cancellations or non-attendance may affect future booking arrangements. We will discuss this with you and consider clinically appropriate continuity of care.
- Medicare rebates are not available for cancelled or non-attended appointments. Cancellation charges for funded services must meet the scheme rules. A declined funding claim does not automatically become a personal charge; any personal responsibility will be explained and agreed in advance, subject to those rules.

Notice is measured back from the scheduled appointment start. Exactly 36 hours falls in the 50% testing band; exactly 24 hours falls in the 75% band. The testing policy applies to appointments identified as testing in your assessment plan, rather than to every extended interview. Applicable funding-scheme rules and the agreed service arrangement take precedence for funded services.

Appointment	Notice	Fee
Therapy, initial assessment, client or collateral interview, and feedback	48 hours or more	No cancellation fee
Therapy, initial assessment, client or collateral interview, and feedback	Less than 48 hours	Up to the full agreed appointment fee
Assessment testing	72 hours or more	No cancellation fee
Assessment testing	36 hours or more, but less than 72 hours	50% of the agreed appointment fee
Assessment testing	24 hours or more, but less than 36 hours	75% of the agreed appointment fee
Assessment testing	Less than 24 hours, or non-attendance	100% of the agreed appointment fee
Other appointments	Non-attendance without notice	Full agreed appointment fee

If you are unwell before testing, contact SANVT. Psychology promptly. Where your psychologist determines that rescheduling is clinically necessary because illness could affect valid testing, the late cancellation fee will be waived if a medical certificate from a registered medical practitioner is provided within 48 hours of the cancelled appointment. Testing cancellation terms apply to appointments identified as testing in your plan. Ordinary initial assessment, interview and feedback appointments follow the 48-hour policy, even when an interview is extended.

Out-of-Session Work

Additional clinical work outside appointments, such as substantial liaison, clinical correspondence or safety planning, is charged at the standard or agreed concession hourly rate for the relevant service: therapy $250/$195; assessment $270/$230. Routine assessment coordination is included in the assessment session fee and is not charged again. Routine non-clinical administration is charged, where separately agreed, at $38.50 per hour including GST. Report preparation has its separate report rate. The nature of proposed work, applicable rate and estimated cost are explained and agreed in advance wherever practicable. If urgent safety-related work cannot wait, we will explain the work and charges as soon as practicable; this does not create a promise of an emergency or after-hours response service.

Urgent safety-related clinical work is billed at the standard or agreed concession hourly rate for the relevant service, as described above. It does not automatically attract a complex-session or after-hours loading.

Where additional work is expected to exceed 15 minutes, we will notify you and seek agreement in advance wherever practicable. Proposed work and charges will be explained as soon as practicable when urgent safety-related work cannot wait.

Reports, Letters & Forms

- Reports, letters and other commissioned documentation outside standard clinical notes are billed at $297 per hour including GST, or $253 at the agreed concession rate, in 15-minute increments. Assessment report preparation includes scoring, analysis, interpretation, review of relevant background records, integration and writing recommendations. Any work completed within a paid testing block is deducted from report work still to be charged. Standard assessment reports usually take 3 to 4 weeks after the final assessment appointment and receipt of required information. Other documents usually take 2 to 4 weeks, according to scope.
- Urgent report requests requiring completion in under two weeks are subject to availability and prior written agreement. The clinical report rate may be $313.50 to $352 per hour including GST, depending on urgency and scope. Court-compelled documentation is $352 per hour including GST; an agreed urgent court-report rate may be $368.50 to $407 per hour including GST. These are the total hourly rates, not surcharges added on top of the ordinary report rate. Any estimate identifies the rate that applies.
- Attended initial assessment, interview and feedback sessions may be eligible for a Medicare rebate where the referral and all claiming requirements for that service are met. Medicare rebates are not generally available for the testing and separately charged report preparation described here, although specific assessment pathways may apply. Eligible people under 25 referred by a psychiatrist or paediatrician may qualify for complex neurodevelopmental assessment items. Eligibility and the particular service must be checked before a rebate is confirmed. Where a session is bulk-billed, no additional charge applies to that session.
- SANVT. Psychology does not provide independent medico-legal assessments or court reports in the treating role. If documentation is legally compelled, the court-compelled rate above applies, subject to the relevant legal requirements.
- Payment for newly commissioned reports and letters follows the agreed written estimate and staged billing arrangements. We will discuss any outstanding balance and payment arrangements with you. These arrangements do not limit your statutory right to request access to existing health information, including information already held in a draft or completed report. If a draft is supplied for checking, you may identify factual errors; the psychologist remains responsible for the clinical conclusions.
- Assessment billing is staged. During the assessment: appointment fees follow the disclosed appointment-day payment arrangements. Materials are either included in your assessment package or billed separately, as outlined in your written estimate before the assessment begins. Materials are billed during the assessment or report stage, as specified in your estimate. Before report preparation: a 50% assessment report deposit, calculated on the estimated report fee, is due before writing begins. By the feedback session: the actual report fee, less the 50% assessment report deposit already paid, plus the feedback session fee, is due unless another payment arrangement has been agreed. The assessment report deposit is credited towards your report fee, not added to it. Your estimate sets out the scope, expected work, materials and fees. Relevant work already completed is reused and charged only once. Payment plans may be arranged by agreement. Changes to the assessment scope or estimated fees are discussed and agreed before additional chargeable assessment work proceeds. Separate urgent safety-related clinical work is addressed under the additional-work provisions above.
- Payment plans may be available for larger invoices (e.g., assessment reports) by prior arrangement.

Referrals & Funding

- Please provide the relevant referral or funding approval before your first appointment, including any Mental Health Treatment Plan, psychiatrist assessment and management plan, direct specialist referral or other applicable documentation.
- 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

- **Where eligible, Medicare claims are submitted after attendance and the required payment arrangements have been met. Rebates are paid to the patient's or claimant's nominated bank account and usually arrive within 1 to 3 business days; processing times can vary.**
- **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 pay the agreed fee and arrange their own reimbursement. Please confirm your funding arrangements before booking.**
- **Where an approved funding arrangement covers the full session fee, invoices are sent to the funder or plan manager and your card is not charged for that covered service. Self-managed NDIS participants pay the agreed fee and arrange their own reimbursement. A funder declining a charge does not automatically make it payable by you. Any personal payment responsibility will be explained and agreed in advance, subject to the applicable funding-scheme rules. Please confirm approval and your funding or plan-management arrangements before your appointment.**
- Please confirm your plan management type with SANVT. Psychology before your first appointment.

Medicare Referrals & Rebates

Under Better Access, eligible referrals may be made by a GP or prescribed medical practitioner under a Mental Health Treatment Plan, through a psychiatrist assessment and management plan, or directly by a psychiatrist or paediatrician. The relevant referral and claiming conditions must be met. Eligible clients can generally claim up to 10 individual and 10 group mental health treatment services per calendar year. A referral covers a stated course of treatment, and further referrals may be required.

Up to two of these sessions per calendar year may be provided to a family member or carer without you present, where this supports your treatment and you have given consent. These sessions count toward your 10 individual sessions.

Medicare rebates and other funding scheme rates current as of October 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
Medicare, clinical psychology, 50+ min (items 80010 / 91167 / 91182)	$149.05 rebate per session
Medicare, clinical psychology, 30 to <50 min (items 80000 / 91166 / 91181)	$101.55 rebate per session
NDIS (per hour; national rate)	$252.99
DVA, clinical psychologist, Veteran Card (no gap; 50+ min in rooms, item US04)	$246.10 per session
WorkCover QLD (per hour, ex GST; pro-rata)	$277.00
WorkCover NSW (SIRA, from 1 Feb 2026; insurer pays directly, no gap)	$284.40 initial / $237.60 subsequent 60-min consult
Victim Assist QLD	Billed at the WorkCover QLD rate ($277.00/hr pro-rata); Victim Assist covers the out-of-pocket gap after Medicare and private health rebates
QPS (including police officer self-referral)	Billed at the WorkCover QLD rate ($277.00/hr pro-rata)

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 Pricing Arrangements, or your relevant funding body's published schedule.

Private Health & Self-Funded Appointments

You may attend privately without a referral. Medicare rebates require an eligible referral pathway and service; a Mental Health Treatment Plan is not the only possible pathway. Private health rebates depend on your policy. Otherwise, the agreed private fees apply.

Booking confirms acceptance of the disclosed booking and payment arrangements. Consent to clinical services is discussed and obtained separately and remains an ongoing process. Video recording for reflective practice and supervision requires separate consent and is optional.

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).
- **Risk to safety: relevant information may be disclosed where permitted or required by law to respond to a serious threat to life, health or safety. The information shared and the people contacted depend on the circumstances and legal requirements.**
- **If Required by Law:** Subpoenas, court orders, or mandatory reporting obligations (e.g., child safety concerns).
- **Medicare requirements: where Medicare requires a report to your referrer, this is provided as part of the relevant service without a separate charge for a bulk-billed service. Any separately commissioned additional work is discussed in advance and remains subject to the applicable claiming rules.**

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:

- For clients under 18, consent is considered according to the young person's decision-making capacity, the proposed service and applicable law. A parent or guardian's consent is obtained where required, together with the young person's participation and assent as appropriate. Any relevant parenting orders or decision-making authority must be disclosed. Information is not automatically shared with parents; confidentiality, safety needs and lawful disclosure requirements are discussed.
- Sessions remain private. Information is not automatically disclosed to parents; it is shared with appropriate consent or where required or permitted by law. Confidentiality, lawful representative authority and safety needs are discussed for the particular circumstances.
- Recording involving a young person requires appropriate informed consent, with decision-making capacity, assent and lawful representative authority considered for the particular circumstances.

Records & Record-Keeping

- Clinical records are ordinarily retained for at least seven years after the last entry. For care provided while you were under 18, records are ordinarily retained until at least age 25 or seven years after the last entry, whichever is later. Longer retention may be required by law, professional obligations or a need to preserve relevant information.
- You may request access to your existing health information at any time, verbally or in writing. We will verify your identity and respond within a reasonable period, generally within 30 calendar days. Access will be provided in the manner requested where reasonable and practicable. If a lawful exception applies, we will explain the reasons and available alternatives and complaint options. An unpaid treatment or report account does not remove your statutory access rights.
- Depending on the volume of records and the administrative work required to prepare, copy or transfer them, an administrative fee may apply at $35 per hour plus GST ($38.50 including GST). Any proposed fee will be explained beforehand and will not be excessive. If a new clinical summary report or letter is requested, the applicable clinical report-writing fee may apply.
- Video recordings for reflective practice and supervision are optional and managed as confidential health information. Storage, access, consent and retention arrangements are explained in Section 7.

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 uses digital platforms and assistive technology to support clinical and administrative tasks, including record keeping, communications, billing, assessments, and AI-assisted note taking and report preparation. Your psychologist reviews clinical documentation and remains responsible for its accuracy and clinical decisions.

- **Access to your information is restricted to authorised purposes. Relevant information about storage, service providers and any overseas processing is explained in this pack or discussed with you where needed. Material changes to how your information is handled will be communicated, with further consent obtained where required. Information is shared with your consent or where otherwise required or permitted by law.**

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 is the best way to contact your psychologist at 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.

- The clinic phone may be used for administrative follow-up, agreed collateral interviews or temporary video-session backup.
- Therapeutic discussion normally occurs in scheduled in-person or video appointments, unless another arrangement is agreed.
- If unanswered, please send a brief administrative message with your name and query, or follow up by email. These channels are not monitored for emergency or after-hours response.
- 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

General resources and administrative links may be sent by email or SMS, or through your optional Halaxy Patient Portal. Reports, clinical progress summaries and other sensitive clinical information are shared through the secure portal or another agreed method, rather than by SMS.

7. Video Recordings for Reflective Practice and Supervision

With your informed consent, sessions may be video recorded so your psychologist can review their clinical work and discuss it in confidential supervision. This supports reflection, professional learning and the care provided to you.

Continuing professional development, including peer consultation, is a professional requirement for practising psychologists. Individual or group supervision provides opportunities to discuss clinical work and receive guidance from a supervisor or professional peers bound by confidentiality obligations.

- Video recordings are stored securely on an encrypted and password-protected storage device, separately from your clinical file. They are managed as confidential health information, with access restricted to your psychologist and the supervisors or peers involved in the agreed reflective-practice or supervision purpose. They are deleted when no longer required and normally within 18 months, unless a legal, professional or preservation obligation requires longer retention. Relevant clinical notes remain subject to clinical-record retention requirements.
- Appropriate consent is required from all participants, with a young person's decision-making capacity, assent and any representative authority considered where relevant. Consent for supervision does not authorise teaching, publication or another purpose.
- Video recording is always optional. You can consent, decline or withdraw consent for future video recording at any time without affecting your treatment or access to care. You may ask for video recording to stop during a session. Requests concerning an existing video will be considered subject to applicable retention or preservation obligations. Please raise any questions or concerns with your psychologist. You can select Yes, No or Unsure in the video-recording question on the Halaxy consent form. Selecting No or Unsure does not prevent form submission or booking. Video recording will not begin until express consent has been obtained.

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.

You may also contact an external complaints body without first raising the matter with SANVT. Psychology:

- **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.

Consent is an ongoing process. You can ask questions and withdraw consent verbally or in writing. Material changes to services or terms will be explained and fresh consent sought. Ongoing clients will be asked to renew their service agreement and written consent at the beginning of each new financial year. Returning clients will be asked to renew consent at the beginning of a new treatment or assessment period after a longer treatment break. Video recording for reflective practice and supervision is optional and may be declined without affecting your treatment or access to care.

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

This is the SANVT. Psychology Welcome Information & Informed Consent Pack. The latest version is available via Halaxy, www.sanvt.com.au or on request. For assessments, read this alongside the Assessment Information & Consent Pack.

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

The following sources explain the professional, privacy and Medicare frameworks relevant to these arrangements. Video recording for reflective practice and supervision is optional; supervision and reflective practice can be supported in other ways.

The Psychology Board of Australia's Code of conduct took effect on 1 December 2025 and provides the regulatory conduct framework. Relevant APS ethical guidance may also inform practice.

- Clinical records, video recordings and information processed using digital tools are managed according to applicable privacy, consent, access and retention obligations. Consent to optional video recording and any legally required preservation of existing information are explained separately.
- Medicare eligibility depends on the referral, service, item requirements and individual circumstances. Funding tables are a guide; current eligibility and scheme rules must be checked.
- Psychology Board of Australia Code of conduct: https://www.psychologyboard.gov.au/Standards-and-Guidelines/Professional-practice-standards/Code-of-conduct.aspx

OAIC Giving access to health information: https://www.oaic.gov.au/privacy/privacy-guidance-for-organisations-and-government-agencies/health-service-providers/guide-to-health-privacy/chapter-4-giving-access-to-health-information

Services Australia Better Access referrals: https://www.servicesaustralia.gov.au/allied-health-referrals-for-mental-health-treatment-services?context=20

- MBS clinical psychology item 80010: https://www9.health.gov.au/mbs/fullDisplay.cfm?type=item&q=80010&qt=item
- MBS clinical psychology item 80000: https://www9.health.gov.au/mbs/fullDisplay.cfm?type=item&q=80000&qt=item
- Halaxy Medicare patient rebates: https://support.halaxy.com/hc/en-au/articles/360044499953-Process-Medicare-patient-rebates
- NDIS service agreements: https://www.ndis.gov.au/participants/working-providers/arranging-supports/how-make-service-agreement

SANVT.
PSYCHOLOGY with Dr Nat

hello@sanvt.com.au
0432 748 799 (SMS preferred)
www.sanvt.com.au
@sanvt.psychology

Dr Natalja Nabinger de Diaz
1/33 Palm Beach Avenue
Level 1 (upstairs)
PALM BEACH QLD 4221

© 2026 SANVT. Psychology | All rights reserved