



Growth Psychology Practice

Helping people make meaningful change

Practice Information Sheet

Growth Psychology Practice
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About us: Growth Psychology Practice was established in 2008 to provide high quality psychological services to the Barwon region from a team of committed and professional psychologists. Our purpose is to help people make meaningful change through listening, reflecting and acting to meet our client's needs.

GP Mental Health Care Plan: Under the GP Mental Health Care Plan initiative, Medicare rebates are available for Psychology services. This plan can be provided to you by a General Practitioner, Psychiatrist or Paediatrician and entitles you to access 6 rebatable visits over the calendar year. If you do not utilise your 6 sessions in the 12 months following your plan date, it becomes invalid and you will not be able to claim a Medicare rebate for any services accessed outside of this referral period. Once you have completed your six sessions, you can see your doctor for a MHCP review. This may entitle you to an additional four sessions.

The team at Growth Psychology Practice will do their best to keep note of how many sessions you have used. However, it is important for the client to also be aware of this also to prevent exhausting your sessions and being required to pay privately

Other referral pathways: Clients are also able to access Psychology services at Growth Psychology Practice privately with no referral required. Rebates through health funds may be available (please contact your fund to establish rebate amounts).

A limited number of sessions may also be available through third party referrals including Employee Access Programs, WorkSafe, VACP or TAC. Please discuss this option with your Psychologist if you feel this is suitable to your situation.

Reminders and Cancellations: A SMS reminder will be sent with 48 hours' notice for appointments. A cancellation fee of \$65 will apply if less than 24 hours' notice is given or you fail to attend a scheduled appointment.

Waiting periods for appointments: Clients can expect follow up appointments to be booked approximately 2 weeks apart, however the practice may experience busier periods in which an appointment will be booked at the next available. If you feel that your appointment is too far away, please ask to be placed on the cancellation list. We will make every endeavour to bring your appointment forward if you are on the waiting list. When a cancellation appointment becomes available, a sms will be sent out to advise time and availability.

Crisis Management and Emergencies: Our team at Growth Psychology Practice provides continuing care with our clients, and as such, our ability to respond to crisis situations and emergencies is limited. Clients can expect that there is a 24-48 hour turn around period for return phone calls from their Psychologist depending on their hours of work.

If you are in need of urgent assistance, please contact the ACCESS Team at Barwon Health on 1300 094 187. This service is resourced to provide support 24 hours a day. ACCESS is the primary point of entry to Barwon Health public mental health services. Alternatively, you may contact **Lifeline on 131 114**

Report requests: Please note that our Psychologists reserve the sole discretion to decline requests for reports. Where a report is required, please note that the report will be provided 30 days from clear payment of the invoice. Please ensure you advise our administrative team and your psychologist if you may require a report. Please note that we do not provide assessment for disability support pensions where a client has a clinical disorder (EG Depression, anxiety)

Claiming Medicare rebates: Medicare Easyclaim assists clients to receive their rebates through the HICAPS terminal at the time of their consultation. If you are able to provide a current Medicare card and a cheque or savings debit card, our receptionists are able to process your partial rebate in the practice for you. *Please note: There are circumstances which can affect our ability to process your rebate at the time of your consultation, and unfortunately we may need to refer you to a Medicare office to claim your rebate in some situations.*

Business Hours: Growth Psychology Practice is open 8:45am-5:30pm Monday – Thursday, and 8:45am-5:00pm Fridays.

Fee's: A standard consultation (50-60 minutes) is \$170 with a Psychologist and \$210 with a Clinical Psychologist.

Lodging a complaint: If you are not satisfied with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly. If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC: Fill out a complaint form online at www.hcc.vic.gov.au or 1300 582 113 between 9am and 5pm, M-F to discuss your complaint.