



Facts, Terms and Conditions of Our Service

Our Service

We are a practice that helps people like you with mental health. We are qualified counsellors who have been trained and are experienced in assisting people struggling with mental health or life circumstances.

Treatment or intervention involves you, the client, talking about and tackling a problem with a counsellor. During the first session, we will ask you a lot of questions. This is called an “assessment”. It is designed to get a picture of what you are struggling with, as well as form a diagnosis and prognosis. We will tell you during this session your diagnosis (if we have enough information), the treatment recommended and how many sessions you will need to overcome your problem.

The purpose of treatment is: a) Help you identify what is causing distress in their life, b) create options to reduce suffering and improve coping, c) deal with life difficulties in a more constructive way, and d) prevent future distress.

Aims & “No Guarantees” Policy

Everybody wants a unique outcome from seeing us. We will discuss with you during the first session your goals with respect to our assistance. Whilst you may have specific goals, there are no guarantees that we will help you to achieve those goals. The outcomes of our help are determined by many factors such as a) the quality of relationship you have with us, b) the nature of the problem, c) the length of time you’ve had the problem, d) how severe the problem is and e) your readiness to change.

Some clients experience positive outcomes from treatment and other clients experience little benefit from our help. Some clients experience full recovery from a problem, whilst other clients only partial recovery. Everybody is an individual and reacts differently to our services.

For these reasons, Consultant Psychology Group (CPG) does not promise any outcome that you or your family desire of treatment.

To achieve the best outcomes from our service, it is important to follow these guidelines:

1. Attend scheduled consultations.
2. Be open and honest in your communication where possible.
3. Attempt the assignments agreed upon.
4. Ask when you are unsure about anything e.g. explanations, assignments.
5. Discuss any doubts or concerns you have with the counsellor.

There May Be Risk for You

There are potential personal risks with our service, but we aim to reduce them. For example, talking about a problem that was once forgotten (e.g. sexual abuse) can create “negative” feelings like guilt, anger, fear and isolation.

It’s important that you let us know about your current situation at home and at work so that therapy doesn’t interfere with your life. You should also consider (if you haven’t already) whether you should undertake treatment at this stage.

Qualifications and Approaches

Dr Alexander Ryan (AKA Alexander Ask) is a registered psychologist in South Australia (no. 1363). He’s been registered in Australia since 2001. He’s a full member of the Australian Psychological Society, which is a professional body with codes and ethics. Dr Ryan holds a post-honours degree (Ph.D) in psychology. Dr Ryan is trained in behaviour psychotherapy and hypnotherapy, and has worked with drug users and clients with anxiety and other related disorders. He has assessed and treated over 800 clients. He uses a range of psychological techniques that are accepted in the profession and also practises some alternative therapies that are less practised.

Ms Emma Thompson is a psychologist. She specialises with children ranging from 8 years of age up to early adulthood. She has extensive experience working with adolescents with maladaptive behaviours e.g. crime.

Service Delivery

We operate from 309 Goodwood Road within the Kings Park Medical Clinic. Whilst we work from these premises, we are an independent practice. Our hours of operation coincide with the Medical Clinic, namely, 8am to 6pm from Monday to Friday, and Saturday from 8am to 11.30am.

We are not a crisis counselling service and we are not available outside the regular therapy hours. In the event of a crisis, please call Crisis Care Unit on 13 16 11. CPG does not provide any guarantees in relation to the quality and suitability of this (or any other) service.

Fees Policy

The cost of treatment is \$150 / 50 minutes (non GST service). Payment is made on the day that you receive the service, unless you've made a prior arrangement with CPG. We accept cash, cheque, money order or credit card (Mastercard, Visa). We also accept Bartercard. We have an EFTPOS facility to handle your transactions.

Consultant Psychology Group has a zero tolerance policy to cancellations within two days of your appointment. If you cancel within two days of your appointment, or not present to your appointment, you will be charged the full fee of the consultation time. During your first consultation, your therapist will take your credit card details which will be charged in the event that you do not give us two days notice of an appointment cancellation. If you don't have a credit card, we will take a deposit of \$150 at intake and you will receive that money at the completion of treatment if you adhere to our re-scheduling policy. In the event that you violate the policy, we will need to collect another deposit from you when you make your next appointment.

Referrals

We will only attempt to help you with a problem that we feel we have experience and/or training in treating. If we feel your problem requires specialist attention, we will offer a referral to someone else who is more qualified to help you. You can choose to decline the opportunity to participate in a referral.

Records & Reports

Psychological services, like other services, are bound by the legal requirements of the National Privacy Principles (NPP) from the Privacy Amendment (Private Sector) Act 2000.

Every client has a file that is maintained by the psychologist. This file assists the therapeutic process and includes personal information (e.g., name, address, contact numbers), as well as the content of therapy. The latter information is collected to document what happens during each consultation and other contacts.

The content of client files is the property of CPG. Despite this fact, you can view the contents of your file upon request and discuss it with me. You may also have a copy of this information. Request for access must be made in writing to Dr Alexander Ryan, Principal of Consultant Psychology Group, stating the information you'd like. Your request will be acknowledged within 7 days and will include an indication of any costs involved in processing the request. Your request will then be processed in 30 days.

Access to information may be denied or some information withheld due to provisions under the National Privacy Principles 6.1 or 6.2 (for a copy of these Principles, visit the website of the Office of the Federal Privacy Commissioner). You will be provided with the reason should this occur.

A copy of your file will be retained for up to 7 years by CPG.

All information provided by you and which takes place during the service is confidential.

Complaints

Sometimes during our service delivery the client is dissatisfied or concerned about some aspect of therapy. If you have a complaint about the service provided by us, then please consult the Principal of CPG, Dr Alexander Ryan, or the consulting counsellor. If you do not want to approach us about your concern, and want to pursue your complaint with relevant authorities, please contact the South Australian Psychological Board on (08) 8443 9669 or visit <http://www.sapb.sboards.com.au/>.