

# THE GLEN NEVIS CLINIC (GNC) REDUCED FEE PSYCHOANALYTIC PSYCHOTHERAPY SERVICE SERVICE TERMS

The Reduced Fee Psychoanalytic Psychotherapy Service ("Service") is operated by the Glen Nevis Clinic (for Psychoanalytic Psychotherapy) Inc ("GNC", "we", "us").

The aim of the Service is to help individuals who are suitable for psychoanalytic psychotherapy to access treatment. Psychoanalytic psychotherapy under the Service is provided by members and candidates of the Victorian Association of Psychoanalytic Psychotherapists Inc (VAPP) who have volunteered to provide their services at reduced fees.

The Service involves:

- referring you to a psychoanalytic psychotherapist for initial assessment for psychoanalytic psychotherapy and
- if psychoanalytic psychotherapy is recommended after that assessment, then psychoanalytic psychotherapy is offered for a maximum period of one year (this includes the assessment period). With planned breaks throughout the year, around 40 weeks of psychotherapy sessions are expected to be provided.

## ACCEPTANCE OF THE SERVICE TERM

Access to the Service is provided on and subject to these terms and conditions (the "Service Terms"). By applying for the Service, you accept these Service Terms.

By making an application, you are also indicating your wish to be referred to a participating psychotherapist for an assessment for psychoanalytic psychotherapy and potentially for psychoanalytic psychotherapy for a total period of 12 months, under the GNC Reduced Fee Psychoanalytic Psychotherapy Service.

By applying, you understand too, that if psychoanalytic psychotherapy is recommended after that assessment, the expected commitment is for regular sessions - for a minimum frequency of once per week - over a one-year period at an out-of-pocket expense to you of \$80 per session (this includes the assessment period). You should not apply for this service if you think that it would be too difficult to meet this expense for a period of 12 months.

To be eligible to apply for this service, the annual combined household income needs to be below \$60,000. Applying for this service means that you are declaring that your annual combined household income is below \$60,000.

**You must not apply for the Service if you do not agree to be bound by these Service Terms.**

## FEES AND CHARGES

Participating psychotherapists have agreed with GNC that if you are referred under the Service, their fees will not exceed a maximum of \$80 per session for all sessions of psychoanalytic psychotherapy provided under the Service in the period of not more than 12 months from the date of the first assessment session. If any session provided attracts a Medicare rebate, the participating psychotherapist may charge a higher fee provided that your out-of-pocket expense for that session will be no more than \$80

Following a referral, you are responsible for making all arrangements with the Participating Psychotherapist, and for paying their fees.

## PROVISION OF PSYCHOTHERAPY

The Service is a not-for-profit service operated by GNC and is reliant on members and candidates of the VAPP providing their services at reduced fees. As a charitable initiative, the Service has its limitations and none of the GNC, the VAPP and the participating psychotherapists guarantee that the GNC will be able

arrange an assessment or provide psychoanalytic psychotherapy.

Whilst you are not obliged to see the participating psychotherapist allocated to you, due to limited resources the GNC cannot provide alternative allocations if you are not happy with your initial allocation.

The GNC is not responsible for your relationship with, or your interactions with or treatment by, Participating Psychotherapists.

After a referral, you are responsible for your relationship with that Participating Psychotherapist, and for ensuring you keep your appointments and paying the Participating Psychotherapist's fees.

Once a participating psychotherapist agrees to accept the referral from the service, the GNC is not responsible for coordinating your appointments or liaising with the participating psychotherapist in connection with your treatment.

## **PRIVACY AND CONFIDENTIALITY**

Any personal information you provide to us is collected and held in accordance with the GNC Privacy Policy [*see Privacy Policy*]. Please review this document carefully to ensure you understand it.

GNC volunteers and Participating Psychotherapist are subject to ethical and professional duties of confidentiality and are required to keep your information confidential in accordance with the Privacy Policy.

## **LIMITATION OF LIABILITY**

Consumer protection legislation may confer rights and remedies on you which cannot be excluded, restricted or modified ("Non-excludable Rights"). Nothing in these Service Terms is intended to exclude your Non-excludable Rights. However, to the extent permitted by law and subject to your Non-excludable Rights, the GNC and the VAPP do not accept any responsibility for any direct, incidental, consequential, indirect, special, punitive or exemplary damages or any loss of business, interest, goodwill, revenue of profit, or loss or corruption of data arising out of your access to, or use of, or inability to use or access the Service, no matter how arising.

Nothing in these Service Terms limits or excludes any professional duties and responsibilities, nor the liability, of any participating psychotherapist in relation to the provision of their services to you.

Individual participating psychotherapists can be contacted at their own professional contact addresses.

The GNC does not represent participating psychotherapists and you should contact them directly with any questions regarding their services or your treatment.