

Service Agreement – Diverge Consulting

Client Name:	Client's representative (if applicable):
Date we start work together:	Review/ End date:
Support type and hours:	Funder:

Our service commitment and standards

- Diverge is a not-for-profit agency that provides a range of psychology and neuropsychology services. Diverge psychologists will provide a service that is professional, accessible, based on your needs and timely.
- You can expect to receive clear and accurate information
- You are welcome to involve family members, friends, advocates or other service providers as you wish. If you need help in choosing an advocate please call the Office of the Public Advocate: 1300 309 337.
- Diverge psychologists are registered with the Australian Health Practitioners Registration Agency (AHPRA). We follow the [Australian Psychological Society Code of Ethics](#), the [National Standards for Disability Services](#) and [Victorian Child Safe Standards](#) regarding professional behaviour and privacy.
- Diverge psychologists also follow all relevant laws, including the [National Disability Insurance Scheme Act 2013](#) and [rules](#), and the Australian Consumer Law.
- We keep accurate records on the supports we provide.

Your responsibilities:

- Please give Diverge at least 24 hours notice if you cannot make a scheduled appointment; otherwise there may be a charge for the full cost of the appointment.
- Provide us with accurate information to the best of your ability
- If you would like to change or end this service agreement, speak to Diverge directly.
- Respect the rights and safety of Diverge staff and other clients using our service.
- If you are self-funding, payment will be expected on or before the day of your appointment.

Feedback, complaints and disputes

We welcome feedback. If you have any suggestions, concerns or feedback, you can talk to your psychologist. If you are still not happy or this is not appropriate, you can talk to the Diverge Manager, Samantha Burns on 9329 4330 or email info@diverge.org.au.

If you are still not satisfied or you don't want to talk to the Manager, you can contact the Office of the Health Services Commissioner calling 1300 582 113 or email hsc@dhhs.vic.gov.au.

Privacy of your Information

What happens to information about me?

When you start receiving a service from Diverge, a record is made containing your name, address, contact details, and other information such as the nature of the issue for which you seek assistance and advice you were given. Every time we make contact, new information is added to your record. The purpose of collecting and retaining this information is to provide you with a relevant and informed service.

Confidentiality

All personal information gathered by the psychologist during the provision of the service will remain confidential and secure except where:

1. your consent has been obtained to:
 - a. provide written reports to another professional or agency, such as your doctor, lawyer, or another service provider; or
 - b. discuss relevant issues with other people, e.g., a service provider or family member
2. information is subpoenaed by a court, or if disclosure is required or authorised by law; or
3. failure to disclose information would place you or another person at serious and imminent risk.

Access to Personal Information

You have the right to request access to the information in your file, unless the relevant legislation provides otherwise. You may request that we correct or update your personal information. Information is kept for a minimum of 7 years.

Need more information?

If you have any questions about this service agreement or privacy issues, or have a concern about how our service has managed personal information about you, please contact us on 9329 4330.

I, _____, have read and understood the above service agreement and privacy information.

Signed _____
Client or person responsible

Date _____

Signed (Psychologist) _____

Date _____