LakesidePsychology

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Dear Valued Client,

Thank you for choosing Lakeside Psychology for your or your child's mental health needs. We aim to provide an exceptional psychology service and hope that your experience at Lakeside Psychology will exceed your expectations.

We hope that you have already been in contact with our administration staff to discuss your needs and appointment details. If not, please contact us on 5941 3575 to ensure that we have your needs covered.

Please find enclosed some important forms and information sheets:

Psychologist Profile
New Client Information
Registration and Consent Form
DASS (for adolescents and adults)

To make sure your treatment flows smoothly, please ensure that you bring your registration form and referral information (if applicable) to your appointment and provide it to reception.

We sincerely wish you the very best in your work with your psychologist and Lakeside Psychology.

Yours sincerely

Administration
LAKESIDE PSYCHOLOGY

www.lakesidepsychology.com.au
(03) 5941 3575 (03) 5941 1858 admin@lakesidepsychology.com.au
4/38 Lakeside Boulevard, Pakenham VIC 3810.

new client information

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LAKESIDE PSYCHOLOGY is a psychology clinic that provides services for children, adolescents, adults, parents and families with various needs. We hope that your treatment here will lead to long-lasting benefits in your mental health and to a meaningful quality of life.

Getting here and parking
Car: We are only minutes from the Monash Freeway and the Princes Highway, and there is plenty of off-street parking.
Bus: We are just 50 metres from the nearest bus stop on Lakeside Boulevard, Pakenham.

What to expect
When you arrive, our friendly reception staff will ask for your registration form and referral and invite you to take a seat in our comfortable waiting area. Your psychologist will invite you into the consulting room and begin by asking you about what you would like help with, your mental health, stressors, your personal history, family and relationships. At the end of the consultation, your psychologist will provide some feedback about the problem, identify your treatment goals and explain what type of treatment will be provided. You will then have a chance to ask any questions. Consultations run on time so please arrive on time. Consultations usually go for around 50 minutes.

Confidentiality and Privacy
Your psychologist will need to gather information that is relevant to your needs. All information you provide is kept confidential and will not be disclosed to any person or organization without your consent. If you have been referred by your GP then we will assume consent to communicate with your GP about your mental health. There are limits to confidentiality if there is a risk of safety to yourself or someone else, and the psychologist may breach confidentiality to protect you or others from harm. There are also limitations to confidentiality for Workcover and TAC clients.

Fees and rebates
There are several programs to help fund your treatment, so if you are unsure please speak with our friendly reception staff about your options. Lakeside Psychology does not bulk-bill. Payment is required at the time of your consultation by EFTPOS, credit card, cash, or cheque. If you have a Mental Health Plan, we can process your Medicare rebate at the time of payment which is usually received in your account within 24 hours (please make sure your details are correct with Medicare to allow for immediate rebates). Clients with private health insurance may also receive rebates - please contact your insurer for more information.

Cancellation policy
We believe that accessing a psychologist when you need help and not waiting for long periods for an appointment is essential. Therefore at Lakeside Psychology we aim to have no unused appointments. If you need to change or cancel an appointment, please provide at least 24 hours' notice otherwise a cancellation fee applies which is 50% of the consultation fee (including clients with third party funding such as WorkCover, TAC). **PLEASE NOTE:** Medicare, health insurers and third parties do not cover the cost for late cancellations or missed appointments, and this will need to be paid for by the client.

Our Commitment to Child Safety
Lakeside Psychology is committed to the safety of children, and complies with the Victorian Child Safe Standards. We support the cultural safety of Aboriginal and Torres Strait Islander children, culturally or linguistically diverse children, and children with a disability. In complying with the Victorian Child Safe Standards, so we: 1) embed child safety into everyday thinking, 2) take a zero tolerance approach to child abuse, 3) ensure that all staff are aware of how to respond to protect children, 4) promote a culture of reporting, 5) respect, embrace and support the diversity of children, and 6) adopt a continuous improvement approach.

Making a complaint
If you have any concerns about any of the services provided by Lakeside Psychology and would like to lodge a complaint, please ask for a Complaint form from reception or your psychologist.

If you are unsure about anything, please ask our friendly reception staff or your psychologist.

January, 2018

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Dylan Russell

Psychologist

Dylan completed his Masters in Clinical Psychology at the Australian Catholic University. Throughout his training Dylan worked with children, adolescents and adults in both the public and private sector. Dylan strives to meet every client with unconditional positive regard and genuineness. He brings a flexible, evidence-based approach to his sessions and collaborates with each individual to ensure they are working towards their personal goals. Outside of his work as a Psychologist, Dylan enjoys fitness, performing arts, reading and relaxing with family and friends.

Who Dylan can help:

Dylan enjoys working with adolescents and adults.

What Dylan can help with:

- Anxiety, worry and panic
- Depression and adjustment to lifestyle changes
- Major depression and bipolar disorder
- Trauma & PTSD
- Chronic Pain
- Substance use and addiction problems
- Borderline Personality Disorder
- Obsessive-Compulsive Disorder (OCD) and related disorders
- Assessment and Diagnosis
- Low self-esteem
- WorkCover & TAC
- Victims of Crime

What treatments Dylan provides:

- Cognitive Behavioural Therapy (CBT)
- Acceptance & Commitment Therapy (ACT)
- Dialectic Behaviour Therapy (DBT)
- Person-Centered Therapy

Dylan's availability:

Wednesday 12:30pm – 8:30pm
Thursday 9:30am – 5:30pm
Saturday 8:00am – 1:00pm

(03) 5941 3575 dylan@lakesidepsychology.com.au
Lakeside Psychology: 4/38 Lakeside Boulevard, Pakenham VIC 3810.

Registration and Consent Form (A)

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CLIENT DETAILS:

First name: _____ Surname: _____

Preferred name: _____ Gender: M / F DOB: _____ / _____ / _____

Address: _____

Mobile: _____ Home: _____ Email: _____

Medicare No: _____ Ref No: _____ Expiry Date: _____ / _____

Concession card? Y / N Card Number: _____ Expiry date: ____ / ____ / _____

GP name: _____ GP clinic name/address: _____

Relationship status: _____ Occupation: _____ Education level: _____

Cultural background/Religion: _____ How did you find out about us? _____

EMERGENCY CONTACT: Full name: _____

Relationship: _____ Mobile: _____

Psychological service:
Your psychologist will need to collect and record personal information that is relevant to your treatment. You do not have to give all your personal information, but if you don't this may limit the services provided to you.

Confidentiality
All information provided will remain confidential. Management will access information for quality assurance. Limitations to confidentiality are when: 1) disclosure is required by law or subpoenaed by a court, 2) failure to disclose information would place you or another person at serious and imminent risk, and 3) your written consent has been obtained.

Payments & Cancellation
Payment is required at the time of the consultation. If you need to change or cancel an appointment, please provide at least 24 hours' notice otherwise a cancellation fee applies which is 50% of the consultation fee (including clients with third party funding such as WorkCover, TAC). **PLEASE NOTE:** Medicare, health insurers and third parties do not cover the cost for late cancellations or missed appointments, and this will need to be paid for by the client.

Please note: *If you are unsure of what is written, please discuss it with the psychologist.*

I have read, understood and agree to these conditions for the service provided by Lakeside Psychology.

Client signature: …….. Date ……/……/……..

DASS21

Name: *Date:*

Please read each statement and circle a number 0, 1, 2 or 3 which indicates how much the statement applied to you *over the past week*. There are no right or wrong answers. Do not spend too much time on any statement.

The rating scale is as follows:

0 Did not apply to me at all
1 Applied to me to some degree, or some of the time
2 Applied to me to a considerable degree, or a good part of time
3 Applied to me very much, or most of the time

1	I found it hard to wind down	0	1	2	3
2	I was aware of dryness of my mouth	0	1	2	3
3	I couldn't seem to experience any positive feeling at all	0	1	2	3
4	I experienced breathing difficulty (eg, excessively rapid breathing, breathlessness in the absence of physical exertion)	0	1	2	3
5	I found it difficult to work up the initiative to do things	0	1	2	3
6	I tended to over-react to situations	0	1	2	3
7	I experienced trembling (eg, in the hands)	0	1	2	3
8	I felt that I was using a lot of nervous energy	0	1	2	3
9	I was worried about situations in which I might panic and make a fool of myself	0	1	2	3
10	I felt that I had nothing to look forward to	0	1	2	3
11	I found myself getting agitated	0	1	2	3
12	I found it difficult to relax	0	1	2	3
13	I felt down-hearted and blue	0	1	2	3
14	I was intolerant of anything that kept me from getting on with what I was doing	0	1	2	3
15	I felt I was close to panic	0	1	2	3
16	I was unable to become enthusiastic about anything	0	1	2	3
17	I felt I wasn't worth much as a person	0	1	2	3
18	I felt that I was rather touchy	0	1	2	3
19	I was aware of the action of my heart in the absence of physical exertion (eg, sense of heart rate increase, heart missing a beat)	0	1	2	3
20	I felt scared without any good reason	0	1	2	3
21	I felt that life was meaningless	0	1	2	3