

The humanitarian

Terms and conditions for psychological consultations (for organizations)

Appointment or consultation request forms should only be completed and submitted to The Humanitarian with the consent of the client (viz: employee/ deployee/ volunteer or recruit) for whom the organization is seeking the service.

Upon receipt of an appointment /consultation request form, appointment or consultation times will be offered.

Consultations are considered to be confidential and not requiring feedback unless otherwise specified and prior to any service commencing.

Any request for feedback by an organization will be discussed with the client at the commencement of the service.

The client will need to give explicit consent for any feedback to be disclosed prior to feedback being passed on to the organization in verbal or in written form.

The client will be privy to the feedback given to the organization either before, during or after feedback is communicated to the organization.

Any psychologist-informed feedback that the client requests to receive is to be shared directly by the psychologist and not through a third party, such as the organization's manager.

Any feedback that is provided by *The Humanitarian* to a third party (eg client's organization) must be handled sensitively and confidentially, stored securely and not communicated to unauthorized personnel without the prior consent of the client or the psychologist.

A Tax Invoice will be raised and emailed to the organization requesting the consultation in accordance with billing details provided and within 1-5 days of the appointment taking place.

A 50% cancellation fee applies for appointments not attended or changes not notified with less than 24 hours' notice, regardless of circumstances. Cancellation policy is final and not negotiable.

An additional 10% GST (Goods and Services Tax) is charged for services requested by a 3rd party organization.

Terms of payment for services rendered: 14 days from receipt of invoice and by electronic funds transfer to *The Humanitarian's* nominated bank account.