



ISADD

Intervention Services for
Autism and Developmental Delay



Policies and Procedures for Psychology services

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Intake/waitlist form

1. Appointments

1.1 Appointment Availability:

Appointments are subject to the availability of the psychologist. Appointments are available on weekdays, at ISADD's office space, between the hours of 9am to 5pm. Special circumstances may warrant a home visit or school attendance from time to time. Sessions outside of ISADD's office space will incur a callout fee. A quote for callout will be made available on request.

Session times may differ from week to week. If you require a set time, please discuss this with your psychologist. Appointments for consecutive sessions are best made at the end of your appointment directly with your psychologist. Session times can also be made via administration. It will not be the psychologist's responsibility to contact you to make session times in the event that a session is not pre-scheduled.

1.2 Staff Allocation

ISADD employs a team of psychologists with varying titles. Along with Clinical Psychologists and Registered Psychologists, we also have Provisional Psychologists. Provisional Psychologists are completing a specialist title, such as a Clinical Masters or are students completing their practical requirements of their Psychology degree to meet the requirements for registration. In some cases, ISADD's Provisional Psychologists have been working with us as Case Managers for a number of years, receiving in-house autism specific training. New clients will be allocated via our triage system to the most suitable psychologist available.

1.3 Urgent Appointments:

We attempt to cater for urgent appointment requests in the event of a family crisis and high risk-related behaviour *during* your treatment plan. In the event that an appointment cannot be offered at short notice, we recommend that you seek alternative emergency services for life threatening situations (see below under after-hours emergency contacts). It is unlikely that we can offer a same-day appointment, so we urge families to have a plan in place for alternative services should a crisis arise.

1.4 School-aged Children:

Available appointment times may be restricted to during-school hours due to a large demand for after-school appointment times. While we appreciate the inconvenience of withdrawal from the school setting, this is often necessary. ISADD is able to provide a letter to the school at your request, excusing your child for treatment.

1.5 Appointment Reminders:

ISADD **does not** currently provide automated appointment reminders so it is important that you take note of appointment times.

2. After Hours Emergency Contacts

Call 000 for a life-threatening emergency or present to your closest emergency department (Perth Children's Hospital for children and adolescence)

CRISIS CARE HELPLINE:

(08) 9223 1111 or 1800 199 008 (country free call)

Crisis Care can be accessed through the translating and interpreting service on 13 14 50.

MENTAL HEALTH EMERGENCY RESPONSE LINE:

1300 555 788 (Metro) or 1800 676 822 (Peel)

LIFELINE:

131114

KIDS HELPLINE:

(Children and adolescence up to 17) 1800 55 1800

Webchat is also available, requiring set up for log in

HEADSPACE:

1800 650 890

Webchat is also available, requiring set up for log in

3. Cancellation Policy:

Please read carefully as proceeding with services will indicate that you understand and agree with ISADD's cancellation policy.

Our appointments are in high demand, so we ask that you honour the time allocated and that if you need to cancel, you please notify ISADD as soon as possible to allow the time to be filled by another client waiting.

We ask that you provide 48 hours' notice to avoid a cancellation fee. Late cancellations (less than 48 hours) and missed/forgotten appointment will be **charged in full**. Any phone messages left after hours will not be received until the following business day at 9am. Email cancellations are not accepted.

Cancellations of NDIS funded appointments may incur a charge as per the NDIS guidelines.

4. Fees

Session rates vary according to the psychologist's specialist title and the service provided. Our administration team will require information regarding any access to funding and referrals on your first enquiry. An accurate price guide can be quoted when a treating psychologist has been appointed. If paying privately, invoices will be issued at the time of session and will need to be paid on the day.

4.1 Reporting and Administration Fees

Please be aware that some administrative requests will incur a fee (calculated at the standard rate of service). Your psychologist will discuss any additional fees involved in your service, as they occur.

If your psychologist provides an email contact, please note that any therapeutic advice requested via email may incur a fee. Lengthy emails take time to read and it is always best to present current information during your consult time.

Please allow time for reporting requests and give as much notice as possible. At least one week is expected but this timeframe will vary depending on the psychologist and time of year.

Administration/duties that *do not* incur a fee:

- 4.6.1 Referral letter and liaison with referring GP/Psychiatrist specifically in reference to Mental Health Care Plans
- 4.6.2 Enhanced Primary Care plan liaison with GP
- 4.6.3 Simple referral letters to other agencies in relation to current treatment plan
- 4.6.4 Interagency phone correspondence that does not exceed 10 minutes per phone call
- 4.6.5 Letters that pertain to a template format

Administration/duties that *do* incur a fee:

- 4.6.6 Individualised letters made on request and referrals that do not pertain to a template format and may include treatment history
- 4.6.7 Letters or information requested when the client is not currently receiving services with ISADD
- 4.6.8 Centrelink forms
- 4.6.9 Phone calls to caregivers or other agency clinicians involved in the current treatment plan that exceed 10 minutes in length
- 4.6.10 Support letters for visa applications
- 4.6.11 Individualised 'take-home' written programs or instructions
- 4.6.12 Session summaries with recommendations
- 4.6.13 School visits for observation, conferences, or meetings
- 4.6.14 Workplace support visits, meetings with employers/staff/support workers, staff training and workshops, written reports, and workplace resources
- 4.6.15 Legal proceedings (see below for further details)

4.2 Assessment Report Fees

4.2.1 Functional Capacity Assessments:

\$230 per hour (includes information gathering, reading history of reports, observation, assessment administration and scoring) for all psychologists with exception of Provisionally Registered Psychologists.

Functional Capacity Assessment Report: \$700

4.2.2 Cognitive Assessments:

\$230 per hour for all psychologists with exception of Provisionally Registered Psychologists.

Cognitive Assessment Report: \$600

4.3 Fees for Legal Proceedings

In accordance with current APS standards, the following legal duties that incur a fee include:

- Clinical file review and photocopying of file records for subpoenas: A standard fee of \$145 plus 25 cents per page for files that are photocopied over 50 pages in length.
- Attendance at court, legal briefings, or affidavit preparation; In accordance with 2020 APS fee schedule (60 minutes: \$381, 90 to 120 minutes: \$716), including additional travel fees.

5. Funding

You may have a GP Mental Health Treatment Plan referral, private health fund, or NDIS funding. It is important you access as much information as possible about funding eligibility by speaking to your Local Coordinator.

5.1 NDIS

To find out if you are eligible for NDIS funding go to the NDIS website (www.ndis.gov.au) or call 1800 800 110. Following funding approval, if agency-managed, ISADD will invoice claim payment from NDIS for the services rendered. If self-managed, you will receive invoices for payment. If you choose Plan Managed, ISADD will invoice your plan manager. Please be aware that there are a number of administration processes that need to take place before a service start date can be given and this will have an effect commencement of sessions.

5.2 Private

Private paying clients are those not eligible for funding schemes or are not covered for psychological intervention under their current funding schemes.

Sessions with a Provisional Psychologist attract a reduced fee if using a GP's referral. This is the standard fee minus the Medicare Rebate as you cannot claim a rebate with a Provisional Psychologist.

A Medicare rebate is available for clients with a Mental Health Treatment Plan (MHTP), obtained from your GP or psychiatrist, to see a *registered (Item 80110) or clinical psychologist (Item 80010)*. Under the current Medicare rebate scheme, clients are currently eligible to receive a rebate for up to 10 sessions under a MHTP per calendar year. The number of sessions you are eligible for is determined by your referring practitioner.

If you wish to claim under your private health insurance fund, please ensure that the service will be covered by contacting your insurance provider (some insurance companies will only cover services with a *clinical* psychologist). You are not able to claim both a Medicare rebate and a private health fund rebate for the same session.

Given these conditions, we can provide a more accurate price guide when a treating psychologist has been appointed.

6. Reporting Guidelines

In accordance with APS guidelines, when reporting cognitive outcomes following an intelligence test, actual IQ scores are not provided in the reporting document. The most accurate way to report scores is with use of a confidence interval. The IQ score is reported as a range and this information is provided in a table.

7. Session Schedule

Quantity of sessions in the treatment plan may be pre-determined by your funding package. We recommend 6 to 10 sessions in one standard treatment plan; however, all treatment plans are individualised which means there will be variance.

8. Session Structure

Sessions are typically 50 minutes in length. The structure of the session will differ depending on the age of your child. Typically, it is beneficial to spend the first or last 10 minutes of a session without your child present or in tandem with you and your child. We endeavour to provide a safe environment in ISADD's waiting room; however, we will discuss safety precautions during your first session should your child be using the waiting room without direct supervision. It may be relevant for your child to spend a portion of the session in direct consultation with your psychologist while you wait in the waiting room. This will be discussed during your initial session.

9. Privacy and Confidentiality

9.1 Management of your Personal Information

Your/your child's personal information is gathered as part of assessment and treatment. It is stored securely and, in the interests of your privacy, used only by your psychologist and the authorised personnel of the practice (as necessary). ISADD's psychologists are registered with the Australian Health Practitioner Regulation Agency (AHPRA) and it is a requirement that all psychologists follow strict guidelines for professional conduct that is in line with AHPRA and the Australian Psychological Society (APS) Code of Ethics. Your personal information is retained in order to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service to you.

You are entitled to access your personal information kept on file at any time. Should you wish to see the information kept on your client records, please discuss this with your psychologist and allow five working days.

In some instances, it may be relevant to discuss assessment and/or treatment outcomes with other agencies. This may include:

- 9.1.1 Your/your child's referring GP/Psychiatrist
- 9.1.2 Your/your child's NDIS planner
- 9.1.3 Your/your child's Local Area Coordinator
- 9.1.4 Your child's teacher, principal, and/or school psychologist
- 9.1.5 Your child's daycare staff

Please discuss in person with your psychologist if you do not want information shared with any of the above agencies. You will always be informed before information is shared. We will only release a report to another professional or agency with your written consent.

9.2 Limits to Confidentiality

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential except when:

1. It is subpoenaed by a court; or
2. When failure to disclose the information would place you or another person at serious risk to life, health, or safety
3. Your prior approval has been obtained to:
 - a. Provide a written report to another professional or agency e.g. GP, school, Planner, or Local Coordinator.
 - b. Discuss the material with another person, e.g. The client's parent, carer, or employer
 - c. When consulting with ISADD's Supervising Psychologists

Intake/waitlist form: <https://form.jotform.co/90570792863871>