



PsychLab

Address: Suite 6, 58-60 Torquay Rd, Pialba

Phone: 0413 676 689

Email: reception@psychlab.com.au

Website: www.psychlab.com.au

Thanks for choosing PsychLab.

A psychologist with provisional or general registration will have an initial appointment with you to make sure we can support you. At the end of this appointment, we should have a good idea of what we will be doing together.

To attend your first appointment with PsychLab, please:

Read this form. Make sure you have the information you need to complete it with your psychologist. This includes:

- Contact details for people to share information with
- Any questions you have about the agreement
- Any specific ideas you have on how we can assist in meeting the plan goals

Bring **a copy of your NDIS goals.**

Bring any other documents or information that might help such as assessment reports, previous treatment plans, information from other allied health or medical professionals.

Complete the Intake Questionnaire

Your psychologist will look over these with you provide education and choices regarding what we think is possible with PsychLab. You will negotiate these services with the psychologist. **Only the negotiator needs to attend this appointment.** If you are an adult, you and your caregivers will negotiate the service. If you are a child, your caregivers will negotiate the service.

Services funded by the NDIS aim to help participants:

- pursue their goals, objectives and aspirations
- increase their independence
- increase community and workplace participation, and
- develop their capacity to actively take part in the community.

If you have any questions, please don't hesitate to contact PsychLab.

THE SERVICE AGREEMENT

This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS). The participant and the service provider agree that this Agreement is in line with the main ideas of the NDIS. These ideas include things like having more choices, achieving your goals and taking part in the community.

1. Supports

A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the Participant’s NDIS Plan currently in effect under section 37 of the NDIS Act. The type of supports and fees we can provide are in the appendix. We charge NDIS participants the same fee as we would charge anyone who walks into our clinic, which are sometimes lower than those specified in the NDIS Price Guide 2022 – 2023. Where fees exceed the Guide, we use the fee specified in the Guide.

We plan to assist in the following ways:

Goal	Specific Targets 1 = not able to do 10 = able to do most of the time	Specific Services Who, frequency, location, duration

2. Your responsibilities

You will work with your psychologist/provisional psychologist to ensure the supports you are receiving are in line with the goals you would like to achieve and how you would like to achieve them. You are expected to treat PsychLab staff with courtesy and respect. If you need to cancel an appointment, please give us at least 24 hours notice – we will charge a cancellation fee equal to the regular fee if insufficient notice is provided and we are unable to fill the spot. If 2 appointments are missed without prior notice, we will cancel further appointments. We may need a service agreement review at re-engagement. If you wish to change or end this Agreement, or if your NDIS plan changes, please let PsychLab know as soon as possible.

3. Our responsibilities

We (the staff at PsychLab) are expected to provide you with quality services, in accordance with the rules and laws of the NDIS. We will be open, honest and clear with you about the services provided and treating you with courtesy and respect. We will store your personal information in accordance with our Privacy Policy. We will provide you with invoices as required and upon request. We will check with you at regular intervals if things are working as intended and make any necessary changes, and we will listen to your feedback and do our best to resolve issues quickly.

4. Payment

If you are self-managed - Services will be paid for in full at the conclusion of each appointment. We accept cash, credit cards, EFTPOS and electronic bank transfer.

If you are plan-managed – Invoices will be sent to your nominated Plan Manager within seven days of an appointment, with payment to be made via electronic bank transfer or cheque within seven days of the delivery of the invoice.

5. Changing or Ending this Agreement

If any changes are required to this Agreement, they must be submitted in writing to PsychLab and agreed upon by both the participant and the service provider. To end this Agreement and your supports with PsychLab, please let us know as soon as possible and all upcoming

appointments will be cancelled. If this Agreement is ended within 24 hours of an appointment, cancellation fees may still apply to the upcoming appointment. If you miss 2 appointments without notice, and our attempts to contact you are unsuccessful, we will end the agreement. You will have to enter into a new agreement to commence services again. If we wish to end this Agreement, we will let you know as soon as possible. If you wish to discuss any problems or issues with this agreement, you can contact PsychLab via 0413 676 689 or admin@psychlab.com.au; or NDIA via 1800 800 110.

6. Confidentiality and Access to Your Information

As part of providing services to you, we need to collect and record personal information from you that is relevant to your situation such as your name, contact information, medical history, and other relevant information for administration and service provision. This information will be handled and stored securely in accordance with our Privacy Policy, which is available from the clinic upon request. **The information collected will remain confidential, which means that is not released without your permission.** A psychologist/provisional psychologist may refuse access to client records under specific circumstances, usually to protect the client from harm. PsychLab staff will have access to your information in order to complete administrative tasks. If you have been referred, we will provide your information to the referrer. **There are limits to confidentiality pertaining to risk management, mandatory reporting, and legal matters.**

7. Permission to Share Information

We will share and obtain information only when necessary in order to deliver services related to your goals. PsychLab will need to communicate with your plan manager and support co-ordinator. Our preference is to give you the information to take to others. This process does not need your extra permission as you will choose who to pass the information on to.

The following are details of people/ organisations that you agree for PsychLab to obtain and share information about you with:

Source	Relevant Name and Contact Detail	Tick if applies
Medical Professionals (examples: GP, Psychiatrist, Paediatrician, Nurse, other specialist)		
Teacher/ School (examples: teacher, learning support team, guidance office, principal, tutor, chaplain)		
Support Team (examples: support worker, coach, allied health team, other therapies team, recreational activity leader, manager at work, extended supportive family)		

NDIS related Stakeholders (examples: support co-ordinator, plan manager, local area coordinator)		
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8. Your Rights

Psychologists and provisional psychologists practice under a strict code of ethics that serves to uphold our conduct in regards to Respect, Propriety, and Integrity. Essentially, this means that you will be treated with respect regardless of your background or beliefs. You will receive clear communication regarding the services, including the framework of practice and estimated time frames of intervention. You can ask your psychologist any questions about the service at any time. The APS Charter will be provided to you upon request.

If you are unhappy with the services provided, please let us know in the first instance. You can ask to speak with a supervisor. If you are unable to let us know, or the issue is not resolved, you have the right to notify the Office of the Health Ombudsman (www.oho.qld.gov.au).

9. Research and Training

We are often involved in training and research. This helps to continue our professional development and grow the profession. If we would like to use your information for research or training, we will ask you. Sometimes you will have to fill out additional consent forms.

All our allied health assistants and provisional psychologists must be supervised to practice. They may present your information to internal (within PsychLab) and external (outside of PsychLab) supervisors to ensure the quality of the service you receive. In the case where staff present your information to an external supervisor, usually another psychologist, the information is bound by the Australian Psychological Society Code of Ethics¹.

10. Signatures

Do not sign this form until you have had the opportunity to complete it with a PsychLab staff member, and you are happy with it. *Further information about the clinic can be found at our website, www.psychlab.com.au*

I have read and understood the information provided to me including the fees.

PARTICIPANT			
NAME	_____	SIGNATURE	_____
GUARDIAN'S			
NAME	_____	GUARDIAN'S	_____
		SIGNATURE	

¹ <https://psychology.org.au/getmedia/d873e0db-7490-46de-bb57-c31bb1553025/aps-code-of-ethics.pdf>



PSYCHLAB STAFF
NAME

STAFF
SIGNATURE

DATE

REVIEW DATE

APPENDIX: FREQUENTLY ASKED QUESTIONS

What kind of supports can PsychLab provide?

We can provide the following support:

Support Name	Support Description	Price	How Support Will Be Provided
Assessment Recommendation Therapy or Training Supports – Psychologist	Psychological assessment, therapy, or recommendation, to be delivered as required or tolerated	Senior Psychologist \$214.41 per hour Provisional Psychologist \$156.16 per hour (+ travel time and KM travelled if required, usually between \$30-70)	Provided by psychologist or provisional psychologist at PsychLab or at another location (e.g. home).
Therapy Assistant - Level 2	Delivery of planned training and therapy tasks under the direction of a psychologist or provisional psychologist to be delivered as required or tolerated	Allied Health Assistant \$86.79 (inc GST) (+ travel time and KM travelled if required, usually between \$30-70)	Provided by an allied health assistant at PsychLab or at another location (e.g. home).
Assessment Recommendation Therapy or Training – Counsellor	Counselling assessment, therapy, and skills training to be delivered as required or tolerated	Counsellor \$105 (inc GST) (+ travel time and KM travelled if required, usually between \$30-70)	Provided by a counsellor at PsychLab or at another location (e.g. home)

For children under 7 years old, under Early Childhood Supports:

Support Name	Support Description	Price	How Support Will Be Provided
Early Childhood Supports – Psychologist	Psychological assessment, therapy, or recommendation, to be delivered as required or tolerated	Senior Psychologist \$214.41 per hour Provisional Psychologist \$156.16 per hour (+ travel time and KM travelled if required, usually between \$30-70)	Provided by psychologist or provisional psychologist at PsychLab or at another location (e.g. home).
Early Childhood Supports - Therapy Assistant - Level 2	Delivery of planned training and therapy tasks under the direction of a psychologist or provisional psychologist to be delivered as required or tolerated	Allied Health Assistant \$86.79 (inc GST) (+ travel time and KM travelled if required, usually between \$30-70)	Provided by an allied health assistant at PsychLab or at another location (e.g. home).
Early Childhood Supports – Counsellor	Counselling assessment, therapy, and skills training to be delivered as required or tolerated	Counsellor \$105 (inc GST) (+ travel time and KM travelled if required, usually between \$30-70)	Provided by a counsellor at PsychLab or at another location (e.g. home)

PsychLab will confirm if GST applies to your services and will inform you/your Plan Manager during billing.

How does PsychLab consider if a service is reasonable and necessary?

We looked at the definition on the NDIS website² and how we operate. Here is a summary:

A reasonable and necessary support:	How we do things	An example
must be related to a	We consider common impacts of certain disabilities on someone's	Someone who has had a brain injury may be frustrated and sad that they can't

² <https://www.ndis.gov.au/understanding/supports-funded-ndis/reasonable-and-necessary-supports>

<p>participant's disability</p>	<p>functioning. The impact is different for each person, but often people with a disability would benefit from support to:</p> <ul style="list-style-type: none"> • Manage stress response related to navigating the everyday world • Improve communication to understand and be understood • Explore thoughts and feelings to regain, maintain, or grow a positive self-concept 	<p>communicate their needs with words like they did before. As a result, they may stop seeing friends, stay at home instead of going out, and lose self-confidence, and lose motivation to do the basic things that need to be done.</p> <p>PsychLab staff may support to:</p> <ul style="list-style-type: none"> • Improve their communication ability by finding easier ways to communicate and practicing communication skills. • Encourage re-engagement in previously enjoyed activities. • Unload and sort out thoughts and feelings so that the person can eventually see solutions that suit them. • Practice relaxation and positive self-talk strategies.
<p>must not include day-to-day living costs not related to your disability support needs, such as groceries</p>	<p>We consider things that someone would not use day to day unless they had the disability.</p>	<p>N/A</p>
<p>should represent value for money</p>	<p>We charge NDIS participants what we would charge anyone who walks in through the door.</p> <p>Where there is a packaged product the price favours the participant.</p> <p>Our fees are below the standard recommendation set by the Australian Psychological Society (2022 – 2023) of \$280 per hour.</p>	<p>Someone has requested a psychological assessment on their functional abilities including their thinking ability, communication ability, social ability, and any other things that may be relevant to their goal of staying engaged in mainstream school activities. The psychologist will likely need:</p> <p>1 – 1.5 hr for intake/ clinical interview. 2 – 4 hr for face-to-face assessment. 2 hr for review of previous documentation. 2 hr for scoring and interpretation. 6 - 8 hr for report writing. 1 hr for report delivery.</p> <p>This will be \$2940 if completed by a senior psychologist, or \$2100 if completed by a provisional psychologist.</p>

		<p>If charged at APS rates cost would be \$3920.</p> <p>However, the PsychLab assessment package is \$2000.</p>
<p>must be likely to be effective and work for the participant, and</p>	<p>We consider evidence-based practice and use feedback to adjust our approach.</p>	<p>Someone has autism and a co-occurring learning disorder. Some set protocols or manuals may not specify how to support autism with learning disorder. The clinician will deliver some of the intervention, measure uptake based on client feedback and clinician observation, and modify how the instruction is present or the number of times the intervention is delivered to give the person a better chance of completing the intervention successfully.</p>
<p>should take into account support given to you by other government services, your family, carers, networks and the community.</p>	<p>Wherever possible, we work to co-ordinate the efforts of a participant's network. This may include case conferencing, stakeholder education, and referral out to mainstream services.</p>	<p>A child participant working towards improved social skills has an interest in sports. A PsychLab clinician may:</p> <ul style="list-style-type: none"> • Conduct observations of social interactions in the sport/recreation setting and provide strategies to the coach to facilitate access. • Discuss this in a case conference with the child's occupational therapist and/or exercise physiologist so that they can prepare the child's physical readiness for the activity. • Suggest that the child's parents explore options for children's sports in the community. • Provide information about sport related government subsidies for children. • Brainstorm with the child and their parents some ways that the family can be active together.

Will you automatically provide a progress report or a report for a plan review?

No. These reports cost money to write and are not done without the request of the participant or an NDIS co-ordinator. If you know you will need one, please request the report and estimated due date at the time of the service agreement so that we can budget in the time and resources to complete it.

Can you send a copy of my notes to my lawyer/ health insurance company?

No. We do not provide information to a third party to be used for purposes other than to provide therapy to participants. We can not complete medico-legal reports. This sort of report is also not funded by the NDIS.

You can always request to view your information for the purpose of correcting any errors. If you require a copy of your information, please make an appointment with the supervising psychologist to discuss what may be possible to provide. For example, we will be able to provide you with a list of dates when you attended an appointment.

We do comply with subpoenas.

Are psychological services covered by Medicare?

Yes and no.

The most common psychological service provided by a psychologist accessed through the Medicare Benefits Scheme is 10 psychological sessions available for someone with a diagnosed mental illness when referred by their General Practitioner. **The purpose of Medicare sessions is to treat a mental illness.**

These sessions are different from how a psychologist supports a participant on the NDIS. This is because the disability that the participant is accessing the NDIS to manage is often not a mental illness. Therefore **psychological services for participants on the NDIS focuses on improving function** through assessment, therapy, and skills training, rather than to treat a mental illness.

Participants on the NDIS may experience symptoms of stress, anxiety and depression that are related to adjustment and the trials of daily living due to their disability. An example of this is that a participant may experience social anxiety due to misinterpretation of social cues, which is related to autism which is their disability. A psychologist working with a participant on the NDIS will help a participant identify and interpret social cues, deliver cognitive and behaviour therapy to make it more likely for the participant to have a favourable reaction to social interactions, and provide strategies to help the participant feel more comfortable and relaxed in social situations. The psychologist will not focus on assessing or treating social anxiety disorder. If the information they gather during the NDIS funded sessions may assist a participant clarify a diagnosis of mental illness, then they may do this if it benefits the participant.