

Straight Up Psychological Services

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Practice Policies

This document outlines detailed booking, payment, cancellation, assessment, telehealth, and professional boundary policies. It should be read alongside the Informed Consent for Psychological Services.

By proceeding with services, you acknowledge access to these policies.

1. Booking & Confirmation

Appointments can be scheduled online via the client portal.

Payment is taken at the time of making an initial appointment. You will then receive an email with links to forms that must be completed prior to your first appointment. One of these forms is the Presenting Concerns form.

The Presenting Concerns form will be reviewed prior to your first appointment. Should your problem fall outside of the scope of Straight Up Psychological Services, you will be contacted to advise you of this, suggest next steps, and your booking fee will be refunded.

2. Fees & Payment

Fees reflect professional time, preparation, administration, and clinical expertise.

Current fees are outlined in the Fee Guide available on the website.

Therapy

- Standard session length: 50 minutes.
- Payment is required prior to the first appointment unless otherwise arranged.
- Payment for subsequent appointments is made on the day of the appointment.

Assessments

- Invoices for assessment services are issued at the time of booking.
- Assessment appointments are secured only once the invoice has been paid.
- The full balance must be paid prior to the first testing session.
- Fees may be revised should additional documentation be provided or changes in the scope of the assessment are requested during the assessment process. Any changes to scope and associated fees will be discussed prior to incurring additional costs.

Assessment fees reflect:

- Clinical interviews
 - Administration of standardised tools
 - Scoring and interpretation
 - Report preparation
 - Feedback session time
 - Reserved calendar time for all components of the assessment process
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3. Medicare & Rebates

Clients are responsible for understanding their eligibility for Medicare rebates.

Medicare rebates apply to therapy services only and do not generally apply to assessment services.

Where Medicare rebates are claimed, reporting to the referring GP or psychiatrist is required under the Better Access initiative.

4. Cancellation & Rescheduling

Therapy Appointments

At least 48 hours' notice (2 full business days) is required to cancel or reschedule a therapy appointment.

Late cancellations, reschedules, and non-attendance incur the full session fee.

Where appropriate, in-person sessions may be converted to telehealth if attendance in person is not possible.

In cases of serious illness or exceptional circumstances, cancellation fees may be waived at the psychologist's discretion. A medical certificate may be requested.

Repeated cancellations may result in review of booking arrangements.

Further appointment requests will be postponed until outstanding accounts are paid.

Assessment Appointments

Assessment appointments require prepayment of the full fee.

If an assessment is cancelled (including no-show) with less than 48 hours' notice (2 full business days), the portion of the fee related to that appointment will be retained.

For example, if a 2-hour assessment session is cancelled with less than 48 hours' notice, \$440 of the assessment fee will be retained and an additional invoice will be issued for the rescheduled assessment session.

If more than 48 hours' notice is provided, the prepaid fee may be transferred to a rescheduled appointment within a reasonable timeframe.

Repeated cancellations may result in review of booking arrangements.

Discretion may be exercised in exceptional circumstances.

5. Attendance & Late Arrival

Appointments begin and finish at the scheduled time.

If you arrive late, the session will still conclude at the scheduled time.

Sessions cannot usually be extended.

New topics raised at the end of a session may be addressed in a future appointment.

6. Refund Policy

Fees are charged for professional services and time provided.

Assessment prepayments secure reserved clinical time and are generally non-refundable if cancellation occurs within the required notice period.

Refunds are not provided on the basis of dissatisfaction with clinical opinion, assessment findings, or diagnostic outcomes once services have been delivered.

Assessment findings reflect clinical judgement based on the information available at the time of assessment and interpretation of standardised tools.

Where factual errors are identified in a report, these will be reviewed and corrected where appropriate.

If a service cannot proceed due to clinician illness or unavoidable circumstances, fees will be refunded or transferred.

7. Assessment-Specific Conditions

Assessment tools are selected based on referral questions, clinical judgement, and professional standards.

A specific diagnosis or outcome cannot be guaranteed.

Reports reflect clinical opinion at the time of writing.

Acceptance of reports by third parties (e.g., schools, employers, insurers, NDIS) cannot be guaranteed.

Reports remain the intellectual property of Straight Up Psychological Services. Clients may share reports as they choose, but reports must not be altered.

8. Telehealth & Technical Considerations

Telehealth sessions are conducted via secure video platform.

Straight Up Psychological Services does not provide audio-only sessions.

Clients are responsible for:

- Accessing sessions from a private location
- Ensuring adequate internet connection and device functionality

Telehealth sessions are not recorded.

If a session cannot proceed due to significant technical disruption, alternative arrangements will be discussed.

9. Use of Artificial Intelligence (AI) Tools

AI tools may be used to support administrative efficiency and documentation.

Where session transcription software is used:

- Clients will be asked to provide specific consent.
- Transcription services are encrypted.
- Transcripts are summarised into the clinical record with full clinician oversight.
- The original transcript is deleted after the clinical notes have been completed.
- No audio recordings are retained by the practice beyond clinical record requirements.

AI tools may also be used to assist in drafting letters or reports. In such cases:

- Secure tools are used that comply with Australian Privacy Principles.
- The psychologist reviews, edits, and takes full responsibility for all final documents.

AI tools are used to assist professional work but do not replace clinical judgement.

10. Communication Between Sessions

Contact between sessions is generally limited to administrative matters.

Therapeutic support is provided during scheduled appointments.

If we encounter each other in public, the psychologist will not initiate contact to protect your privacy. If you choose to acknowledge first, a brief greeting may be returned, but therapeutic matters will not be discussed outside scheduled sessions.

11. Professional Scope

Services are provided within the psychologist's areas of competence.

Where a presentation falls outside the scope of practice, referral options may be suggested.

12. Emergencies

Straight Up Psychological Services is not a crisis or emergency service.

If you are at immediate risk, please contact emergency services (000 in Australia) or attend your nearest emergency department.

13. Policy Updates

Policies may be reviewed and updated periodically. The most current version is available on the website.