

# 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.

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### 1. Booking & Confirmation

After an enquiry is reviewed and deemed appropriate, an invitation to register an account in the secure client portal will be emailed to you. Following registration, you will be able to schedule an initial appointment.

Appointments are confirmed only once required payment (or deposit, where applicable) has been received.

If payment is not received prior to the 48-hour cancellation period, the appointment may be released.

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### 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 at the time of booking the first appointment unless otherwise arranged.
- Payment for subsequent appointments is taken at the time of the appointment.

#### ***Assessments***

- Assessment services require payment in full at the time of booking.
- Assessment appointments are secured only once payment has been received.

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.

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### 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.

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#### ***Assessment Appointments***

Assessment appointments require full payment at the time of booking.

If an assessment is cancelled or rescheduled with less than 48 hours' notice (2 full business days), the assessment fee for the time allocated to that session will be retained. An invoice will be issued for the re-scheduled assessment session.

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

More than one cancellation/reschedule may result in review of booking arrangements.

Discretion may be exercised in exceptional circumstances.

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### **Group Sessions**

Participation in group programs requires payment and commitment for the full program prior to program commencement.

Instalment payment options are available via third-party platforms. A link to pay via these options will be provided upon request.

Due to the small group size and limited availability, refunds are not available for change of mind, missed sessions, or withdrawal after the program has commenced.

In exceptional circumstances, requests for refunds may be considered at the discretion of Straight Up Psychological Services.

This policy does not affect your rights under Australian Consumer Law.

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### **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.

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### **6. Refund Policy**

Fees are charged for professional services and time provided.

Assessment deposits 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.

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## 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.

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## 8. Telehealth & Technical Considerations

Telehealth sessions are conducted via secure video platform.

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.

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## 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.
- 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:

- Identifying information is removed.
- De-identified content only is used.

- AI tools do not have direct access to client records.
- 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.

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## **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.

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## **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.

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## **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.

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## **13. Policy Updates**

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