

## RE: NDIS SUPPORTS VIA PERCEPTION PSYCHOLOGY MACKAY

- **SERVICE AGREEMENTS: It is a client's responsibility to obtain a Service Agreement.** Perception Psychology has a standard/templated Service Agreement available for clients seeking/requiring a formal Service Agreement. However, as we are not an NDIS Registered Provider, we are not required/do not routinely provide Service Agreements. We are happy to complete Service Agreements for participants if/as requested.
- **NDIS REVIEWS/REPORTS: We require sufficient notice to complete an NDIS Review Report. Generally service providers request three (3) months' notice.**
  - NDIS Reviews/Reports require the completion of assessment tools to identify a client's current functional capacity (self-reported/informant reported). The use of assessment tools generates costs for our service which is passed on to the NDIS participant undertaking the assessment. We try to limit the cost of providing, scoring, and reporting these assessments to the equivalence of one (1) hour of NDIS funded psychological support.
  - Preparation of a Review/Report will benefit from access to a client's current/terminating NDIS Plan. We can comment on the progress towards previously identified goals and outline where supports are still required. The identification of future goals is also very important to the preparation of a Review/Report.
  - Preparation of a Review/Report takes around two (2) to three (3) hours. Perception Psychology aims to limit the cost of these reports (inclusive of the assessments completed) to between two (2) – four (4) hours of NDIS funded psychological support.
- **Changes in NDIS Funding - Reduced/Lack of Funding for Psychological Supports**
  - Our reports clearly outline the need for psychological supports in terms of capacity building and skill building, and further, outline the differences between psychological supports, OT supports, and Behaviour Support. Unfortunately, many Plan Managers are not knowledgeable about different therapeutic supports and the importance of engaging with skilled, competent, expert professionals. This can lead to participants being told they don't require/cannot access psychological supports. **Perception Psychology will endeavour to support your right to access psychological supports if/when a participant feels these**

**supports are beneficial in building their capacity/ building skills/improving their daily living.**

- BILLING/.APPONTMENT SCHEDULING:

- **All NDIS participants are billed for their attendances and supports on a pro rata basis as per the appropriate line item identified in the NDIS Price Guide.** The amount may vary depending on whether your clinician is a Therapy Assistant, Provisional Psychologist, or Psychologist. Of note, dependent on your clinician, you may be billed slightly more or slightly less than a private paying/Medicare funded client. Overall, there is no significant difference across the costs of our services between NDIS and other fee-paying clients.
- Due to the repetitive/longer term engagement of NDIS funded clients with our service, we do have a NDIS supported policy whereby **the full fee is charged for any non-attendance/cancellation up to seven days prior to the scheduled appointment date/time.** This policy is necessary because of the need to preserve regular appointment times for the participant. This impacts on our ability to offer the appointment time to a client on a waitlist/cancellation basis.
- Similarly, due to the frequency/regularity of NDIS participants engagement with services, **Perception Psychology enforces a policy of no more than three (3) cancellations/no shows within a time period. Three (3) of more cancellations/no shows will result in discharge from our service.**

- Ongoing/Scheduled Appointments:

- Many of our clients, particularly those receiving early intervention supports, are encouraged/'used to' the provision of very frequent, regular appointments by other service providers e.g. Speech Therapists, Occupational Therapists, Physiotherapists. Although Perception Psychology acknowledges the importance of ensuring clients have access to our services via booking appointments in advance, **we do not subscribe to the 'service agreement'/indiscriminate appointment provision (and associated billing/costs) of some NDIS providers. Our policy is to provide the necessary support for each and every client, depending on their individual presentation.**
- Further, although clinicians endeavour to monitor the upcoming appointments of their clients, **it is the client/participants responsibility to organise and schedule ongoing appointments with their clinician.**

Perception Psychology Mackay works hard to support NDIS participants - children, teens, adults, and their families.

If you have any questions about the information outlined in this correspondence, please don't hesitate to contact us, or, feel free to reach out/chat to your clinician. We are happy to go through our policies and procedures with you! Perception Psychology aims to work with participants to ensure we provide effective, supportive, client-focused services.