



At Work
OH&S

Psychological Services Policy

V2.0 2023



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1. Introduction

This Policy outlines how At Work OH&S manages their Psychological Services, including but not limited to bookings, cancellations, missed appointments and payment collection.

Clients are informed of this Policy at the time of booking.

2. Purpose

At Work OH&S is providing gold-standard psychological care that is accessible and timely.

This policy provides the framework and guidelines for supporting the following areas:

- Standard of service providers
- Outline of service provision
- Cancellation guidelines

3. Standard of Service Providers

The provision of all Psychological Services is provided by psychologists who are registered with the Australian Health Practitioner Regulation Agency (AHPRA).

The provision of workers compensation Psychological Services is provided by psychologists who are SIRA approved.

The Director of Psychological Services is a registered member of the Australian Psychological Society (APS) and will ensure that all service provision will uphold the APS guidelines and code of ethics.

The services provided by all psychologists is governed by:

- The obligations and responsibilities as set out by the various professional regulatory and advisory bodies.
- The obligations and responsibilities as set out by the policies and procedures set by At Work OH&S.

4. Outline of Service Provision

At Work OH&S is Medicare and SIRA accredited to provide psychological services and provides services in the following capacity:

- Medicare under a Better Health Access (mental health care) Plan.
- Workers' compensation (SIRA and Workcover QLD).
- Private (Individual and corporate including EAP).

Upon the receipt of a referral from an authorised agency, the cost of Psychological Services can be offset through the Medicare or SIRA scheme. Where no referral, or approval, is provided the provision of Psychological Services is the sole responsibility of the recipient of the services.

Recipients of psychological services will be sent a copy of the Psychological Services Policy and sign an agreement of understanding, including the provision of an emergency contact and consent to release information.

At Work OH&S aims to ensure the provision of timely and accessible Psychological Services but acknowledges that all referrals will be reviewed and triaged according to priority and need.



Referrals are triaged in consultation with the referring agent, the recipient and/or by the At Work OH&S Director of Psychological Services.

Once the referral has been triaged the psychologist will either:

- Accept the referral and contact the recipient to arrange an initial assessment.
- Decline the referral and provide all parties with the rationale for the decision.

At Work OH&S Psychological Services provision is offered in various settings and recipients will be offered the following options:

- In-person at the At Work OH&S office location.
- Videoconferencing – using HIPAA compliant, specialised software.
- Telecommunications.

Psychologists who use videoconferencing or telecommunications technologies understand that certain services, eg. EMDR, should not be conducted using this medium. Psychologists also understand that it is their responsibility to ensure that they maintain up to date on the latest guidelines on the use of these services, as well as their requirement to ensure their technological skills are competent to facilitate the service provision.

All information obtained and created will be stored according to our Privacy Policy and Standard Information Collection which can be accessed on the At Work OH&S website.

If at any time the treating psychologist is concerned about the welfare of a client and is unable to contact the client, the psychologist will contact the emergency contact which was provided. If there is ongoing concern the Director of Psychology will determine the involvement of emergency services.

5. Fees for Service

At Work OH&S aims to ensure that Psychological Services are available to all in need of them and endeavours to ensure that fees are fair and reasonable.

The fee for services that are provided under a Better Health Access (mental health care plan) are subsidised by Medicare Australia and have a gap fee that is payable at the time of consultation. This fee will be advised and agreed to at the time of booking.

The fee for services that are provided under workers compensation are gazetted by SIRA and do not occur a direct cost to the recipient.

The fee for services that are private, that is without a Better Health Access (mental health care plan) are governed by the recommended rate set by the APS and are payable at the time of consultation. This fee will be advised and agreed to at the time of booking.

An up-to-date credit card must be provided at the time of booking and will be stored securely within a HIPAA compliant and encrypted end-to-end data management system.

6. Cancellation Guidelines

Psychological services are in high demand across the country and as such reasonable notice for the cancellation and/or change of an appointment is essential to:

- Ensure other clients can access timely psychological services.
- Reduce the level of missed appointments which often delay therapeutic progress.
- Reduce disruption to the psychologist and lost time in appointment preparation.



Cancellations can be done directly with the psychologist via message, phone call and/or email, or by using the primary contact options for At Work OH&S.

At Work OH&S requires a minimum of 24 hours' notice for the cancellation or change of any of the psychological service outlined in section 4 of this Policy. Failure to provide reasonable notice will incur a cancellation fee.

Cancellation fees will be debited from the credit card that is stored on file in the following way:

- A charge of \$50.00 will incur for cancellations that are received less in less than the minimum of 24 hours' notice, but more 1 hours' notice.
- A charge of \$100.00 for cancellations that are received in less than 1 hours' notice.
- A charge of \$200 for non-attendance without notice.

At Work OH&S acknowledges that there are situations that are unplanned that require last minute cancellations. These situations will be reviewed at the discretion of the Director of Psychological Services.

7. Policy Management

The Company may, from time to time, review and update this document to take account of new laws and technology, changes to the Company's operations and practices and to make sure it remains appropriate in the changing professional environment.

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