

CLIENT HANDBOOK

Welcome to Living Well Psychology & Support



The Team at Living Well Psychology & Support welcome you

We welcome you to Living Well Psychology and Support.

Living Well Psychology and Support is a private psychology clinic that has been operating on the Tweed and Gold Coasts for over 14 years.

Our mission is to provide comprehensive personalised mental health support that empowers you to live your best life.

Our team is comprised of many talented professionals who work together for the best outcome of our clients, their families and the community.

Your psychologist is highly trained, experienced and supported to listen and help you write new pages in your life story. Our psychologists are supported by the Admin, Clinical and Management teams.

Together we are a genuine, kind and caring group of people who want the best for you.

We're pleased to join you on your path to a happier, healthier life.

We look forward to meeting you soon and playing our part in your journey to mental wellbeing.



Liz Grace

PRACTICE MANAGER

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About Mental Health



Why is good Mental Health so Important?

Mental Health has become a focal point of discussion over the past few decades. As the topic becomes more familiar you may find yourself asking others about their mental well-being or being asked about your own mental health.

The World Health Organisation and Australian Government now recognize that mental health is just as important as physical health. Mental Health is central to us leading fulfilling lives, with meaningful relationships, productivity at work, and having self- value.

It's important to understand that mental health, much like physical health, can fluctuate. Downturns in mental health can be triggered by negative news, adverse experiences, or sometimes, for no apparent reason. That's why maintaining good mental health requires thought, care, observation, and practice.

If you find your mental health declining, know that it's okay to seek professional help. We are here for you every step of the way.

Before you start

We need to know a few things about you

We will ask you to complete our new client forms. These forms give us some important information about you, your contacts and the state of your mental well-being to start.

The forms are:

1. The New Client Registration and Consent
2. A Measure. This is a measure of how you have been feeling lately. The adult measure is called a DASS (Depression, Anxiety and Stress Score), the child measure is called a SDQ (Strengths and Difficulties Questionnaire).
3. Child background questionnaire (for children under 12 only).

The forms usually take about 10 minutes to complete in total and can be found in your Initial Client Email. You can complete and submit the forms online.

Paper copies of the forms are also available at reception. To complete the paper forms, please arrive 10 minutes early for your first session.



Your Contacts

To protect your privacy, we will only speak to other people about you with your consent.

- We ask every client to provide an Emergency Contact – a person we can contact to if we cannot reach you in an emergency.
- All clients from the age of 14 years must give consent for others to speak on their behalf – these are called Contacts.
- You can give a Contact consent to arrange appointments for you, organise your billing and / or, to speak in general terms about your treatment (if appropriate).
- Contacts may include parents, partners, family members, support co-ordinators, support workers, carers or third parties.
- If someone calls us to speak on your behalf that is not listed as a contact we will not speak with them or even disclose that you are a client.
- Your Contacts are entered on the New Client Registration and Consent form. If you require additional contacts please let Reception know and we will arrange it with you.



Confidentiality

Your information and what you discuss in session is confidential.

We are bound by the legal requirements of the Australian Privacy Principles set out in the *Privacy Act 1988 (Cth)*.

Our clinical and administrative procedures protect your privacy and what you share with us.

Under law, your personal information will not be disclosed except when:

1. It is subpoenaed by a court; or
2. Failure to disclose the information would in the reasonable belief of Living Well Psychology & Support place a client or another person at serious risk to life, health, or safety; or
3. The client's prior approval has been obtained to:
 - a. provide a written report to another professional or agency, e.g., a GP or a lawyer; or
 - b. discuss the material with another person, e.g., a parent, employer, or health provider; or
 - c. disclose the information in another way; or
4. Disclosure is otherwise required by law.

You can find our detailed privacy policy here: [Privacy Policy](#)

If you are concerned about your privacy, please let your psychologist know.



Our Locations - Tweed

Level 1, 'Wharf Central'
75-77 Wharf Street
Tweed Heads
07 5599 2201

- On street parking
- Located opposite Tweed Mall
- Wheel chair access
- Lift and stairs
- Cafe downstairs

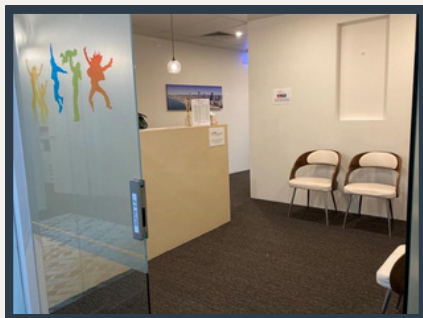


Our Locations – Robina



Level 2, 'Space'
328 Scottsdale Drive
Robina
07 5599 2201

- On street parking
- Near big roundabout and opposite police station
- Wheel chair access
- Lift
- Cafe downstairs



Telehealth

For some clients, or on some occasions you may prefer to access your session via Telehealth.

With Telehealth you can speak with your psychologist via Video or Phone.

Video: You do not need to download any software. Just click on the link we sent you as an email or sms. Your psychologist will join you in a virtual room at the appointment time.

- Your video link is always the same – save the link
- If you haven't received a link let us know

Phone: Your psychologist will call you at the time of your appointment on the number you have provided to us.

Telehealth tips:

- We recommend you meet your psychologist at least once before using telehealth.
- Find a quiet and private place for your session.
- Do not drive during your session.
- Telehealth can be a good option if you have a cold, car or time issues or when travelling.



Appointments

Booking

We've made bookings easy. You can either book your appointments in person, by phone or through our [online portal](#).

Confirming

We'll send you a sms and email reminder 2 days before your appointment. You must confirm your attendance so we know to expect you. We will continue contacting you until you confirm your appointment.

Preparing

A few tips:

- Do you know when your appointment is? The appointment date and time has been sent to you via text. You can also check this using the online portal or contacting reception.
- Have you confirmed your appointment?
- Have you thought of some things you would like to discuss during session?
- Allow enough time to travel to your appointment so you can start on time.

Attending

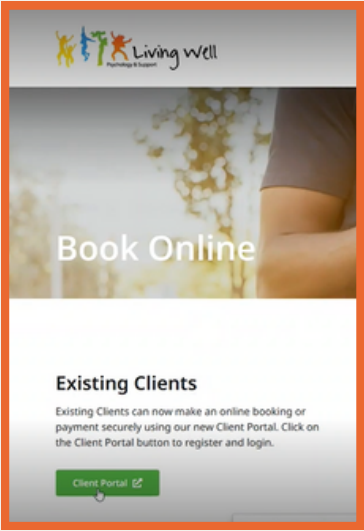
Your psychologist will aim to start the session on time. When you arrive, check in with reception. Sessions are 50 minutes but can run up to 1 hr.

Your psychologist's book will fill up from time to time.

We recommend that you have several appointments booked in advance to ensure continuity of care.



Book Appointments Online



[Online Portal – video instructions](#)



[Online Portal – written instructions](#)

Barriers

Do you have a barrier to therapy?

Barriers stop you attending therapy and receiving the support you need.

Three common barriers include:

1. **Schemas:** The things we tell ourselves about ourselves and others.
Negative schemas may include one or more of the following:

- No-one will understand me.
- Therapists can't be trusted.
- I'm a failure.
- My therapist will judge me.
- Therapy won't change anything.
- Therapists are outsiders.
- I don't belong in therapy.
- Therapy will only make things worse.
- I can't face my traumas.
- Therapy won't help me meet my goals.



Your psychologist is trained to help you overcome negative self-talk.

2. **Money:** If you are suffering financial hardship please let us know so that we can discuss your options.

3. **Time:** There are options if you are time challenged including telehealth and being supported to prioritise your own care.

Let us know if you have a barrier that is stopping you attending therapy – we are happy to help.

Cancellations

We understand that life happens. Sometimes you may need to cancel or reschedule an appointment.

There is no financial penalty if you give us 24 hours notice – this allows us time to offer your time slot to another client in need.

If you cancel within 24 hours you will be charged a fee – regardless of your billing type.

FEES

within 24 hrs	\$50
within 3 hrs	\$75



Fee Waivers

Fee Waivers can only be granted on one occasion per client per calendar year under limited circumstances.

If you would like to request a fee waiver please email:

Manager@Livingwellpsychology.com.au with details of your request.

Referrals

We see clients under many different referral types including Workcover, Medicare, Department of Veteran Affairs, Employee Assistance Programs, Victim Services and Connect to Wellbeing.

Do I need a referral?

NDIS and private paying clients do not need a referral to attend sessions.

What is a referral?

A referral enables co-ordinated care for you between the referrer and your psychologist.

Some referrals also provide a source of funding – either full or partial for your session.

How many sessions can I get?

It varies. Each referral has a number of sessions it can entitle you to.



We will let you know how many sessions are available to you and when it's time to have your referral renewed.

Does a referral make my sessions free?

No. Depending on the referral you may be entitled to a rebate under Medicare.

Bulk-billing is available to some clients under some circumstances by prior arrangement.

NDIS

We are very proud to support NDIS participants to reach their plan goals.

When you join our practice, you will receive our standard quality care plus a little more!

We will need to know a few extra things about you including:

- What are your NDIS plan goals?
- Who is on your team? Your team may include all or some of the following – Support Co-ordinator, Support worker, OT, Case manager, Carers, Parents, Family, Trustee.
- Are you Self or Plan Managed?
- Who is your Plan Manager?



Service Agreement

We will develop a Service Agreement with you when you commence with us.

The Service Agreement will list our prices and the number of sessions you can expect to have throughout the year.

It is ok to make changes to the Service Agreement.



**We can support NDIS clients who are
Self Managed or Plan Managed**



Payments

You can pay by cash, direct deposit, EFTPOS, credit card or Stripe.

When to Pay

All payment must be made at the time of your appointment as we do not keep accounts.



Our Fees

Fees are listed at Reception and on the FAQ page of our website.

Please click the link to view our fees.

[OUR FEES](#)

Financial Hardship

We can offer a Reduced Rate (a reduced upfront payment) for clients suffering financial hardship.

Bulk billing is an option for clients who hold a Pension or Health care card and/or through Closing the Gap.

Each psychologist has a quota of clients they see under bulk-billing. Please check with us for availability.

Rebates

We will process your Medicare rebate for you following your session. The rebate will be paid into the account you have nominated with Medicare.

Please contact Medicare if you are unsure on **132 011**.

Parents or carers that wish to claim the rebate must be registered with us as a contact and have provided their Medicare details.

Please let us know if you did not receive your rebate.

We do not keep accounts.

Please pay at the time of your session.

About Therapy

For Therapy to work it must be a priority for you

What is Therapy?

Therapy is a collaborative and structured process where you work with your psychologist to address your psychological, emotional, or behavioral challenges.

Your psychologist will use a range of evidence-based therapeutic approaches to help you achieve your goals and improve your mental health.

What is evidence based?

Supported by scientific research and proven to be effective.

What to Expect

In therapy, you can expect a non-judgmental, supportive environment. Your psychologist will work with you to set goals and create a personalized treatment plan to address your unique needs.

Therapy can be challenging at times but wholly worthwhile. We are here to support you on your journey to mental health.

What are therapeutic approaches?

There are many therapeutic approaches available at the clinic that your psychologist will use throughout your session. Some common approaches include:

Cognitive Behaviour Therapy:

Identify and change harmful thought patterns

Schema Therapy: Exploring and addressing negative patterns of thinking and healing core beliefs.

Developmental Psychology:

Understanding the growth, change and development across a lifespan.

How will I know it's working?

Over the course of your treatment you can expect to see improvements in your outlook, productivity and relationships.



Assessments

We provide a range of assessments

What are assessments for?

We all see the world through different lenses. Some lenses can make the world a challenging place to navigate. Assessments help us understand what is happening for a person, how they fit in and what we can do to support them to live well.

What Assessments can you provide?

Our clinic is equipped to undertake Behavioural, Intelligence, Neuropsychological and Personality assessments tailored our client's needs.

These assessments can be used in diagnoses including Autism, ADHD, Psychopathology, Intelligence, PTSD, Memory and Mood disorders.

How much does it cost?

Assessments range in price. We recommend requesting a quote if you are interested in an assessment.

Assessments are not covered by Medicare.

Assessment Process:

Step 1: Clinical Interview

Step 2: Custom Quotation

Step 3: Assessment and Testing

Step 4: Scoring and Reporting

Step 5: Feedback and Planning



Assessment Tips

- Get a good night's sleep
- Wear comfortable clothes
- Arrive on time
- Bring snacks and water
- Let your psychologist know if you have any questions or issues about the assessment.

Reports

We provide a range of reports

What are reports for?

We write reports for a variety of reasons. Some reports are included in the service we provide to ensure your ongoing care. These reports may be a GP letter or a form submitted to a third party such as Work Cover. These reports are general in nature and are written and handled in a way to protect your privacy.

Other reports are available upon requested.

Which reports can I request?

Requested reports can include:

- Assessment Reports
- NDIS Reports
- Letters of Attendance
- Letters of Support
- Court Report

Let your psychologist know well in advance if you need a report as they take time to produce.

How much do reports cost?

Reports range in price. We recommend requesting a quote from your psychologist if you are interested in a report. Reports are not covered by Medicare.



We do not provide Court reports for New Clients. New Clients must attend a minimum of 6 sessions before requesting a Court Report.

Feedback & Complaints

There are many ways you can provide feedback or make a complaint.

1. In Person

Speak with your psychologist or one of the Admin team – we are happy to listen and help.

2. In Writing

Submit a feedback form or scan the QR Code posted in the practice waiting room.

Email the Manager :
Manager@livingwellpsychology.com.au

3. By Phone

Give us a call on: **07 5599 2201**



Your feedback is important to us.

If you are unhappy with our service, please let us know.

Our Psychologists

Our psychologists are talented, experienced and dedicated to your wellbeing. They come from diverse back grounds including having earlier careers in different fields, life experience and academic pathways.

To provide quality care to you, Psychologists complete a minimum of 6 years university study, undertake ongoing professional development and regular supervision to maintain their AHPRA registrations.

Our practice has Clinical Psychologists with PhD's or Masters degrees, Clinical Psychology Registrars, Registered Psychologists and Provisional Psychologists.

Each psychologist has an area of special interest and will bring a unique perspective and insight into session with you.



**Clinical Psychologists
and Directors –
Harry Theodore and
Michael Grace**

CLICK HERE



**To find out more about our psychology
team**

Find Out More

Click here: to [visit our website FAQ for more information](#)

If you have any questions or want to know more about our practice, services, or anything else related to your mental health and well-being, please get in touch.

You can reach us via phone, email, in person or by visiting our website.

We're here to support you every step of the way.

Phone: **07 5599 2201**

Email: **livingwell@psychologygoldcoast.com.au**

Website: **<https://psychologygoldcoast.com.au/>**

Thank you for choosing Living Well Psychology and Support as your mental health partner.

We look forward to meeting you soon!



For Urgent Assistance

If you or someone you know is experiencing a mental health emergency:

- Call your GP / Doctor
- Call an Ambulance – **000**
- Visit your local hospital Emergency Department
- Call the NSW Mental Health Access Line – **1800 011 511**
- Call the QLD Mental Health Access Line – **1300 642 255**

Free Mental Health Services

- Lifeline – 13 11 14
- Beyond Blue – 1300 224 636
- Suicide Callback Service – 1300 659 467
- Butterfly Foundation (eating disorders) – 1800 334 673
- Men's Line – 1300 789 978
- Kid's Line – 1800 551 800
- Parent's Line – 1300 301 300
- Diverse Voices (LGBTQI+) – 1800 184 527

