

LWWHC Clinic Policies

On this page, you will discover a range of our clinic policies. Please take the time to read through them to become well-acquainted with our processes.

Non-Emergency Service Policy

Living Without Worry Health Clinic (LWWHC) operates as a private practice. We are not equipped to provide emergency services for clients. Please be aware that our clinic does not function as a crisis centre.

It is important to note that LWWHC phone support is available between office hours Monday to Friday between 9am-5pm. We aim to return any enquiries within 48 hours. Clients are kindly encouraged to schedule extra sessions with their designated clinician. In the event that our capacity is at its maximum, clients have the option to be placed on a waiting list for the potential availability of additional appointments. However, we would like to emphasise that in cases of emergency, immediate action should be taken by contacting 000 or the emergency department at your local hospital.

For your convenience, please find alternative contacts below:

Emergency Situations:- Dial 000 for immediate emergency response services or visit the emergency department at your local hospital.

Additional Support Helplines:- To connect with your local public mental health service, please call 1300 MH CALL (1300 64 22 55).

- For individuals under the age of 18, kindly reach out to The Acute Response Team based at Children's Hospital Queensland at (07) 3068 2550, available 24 hours a day.
- Seek a referral to an appropriate service by contacting your local General Practitioner (GP).
- Beyond Blue: 1300 22 4636
- Kids Helpline (for those under 25): 1800 55 1800
- Parentline Queensland: 1300 30 1300
- Domestic Violence Information Line: 1800 811 811
- Lifeline: 13 11 14
- Mensline Australia: 1300 78 99 78
- Suicide Call Back Service: 1300 659 467

Your well-being is of our utmost importance, and we encourage you to seek the appropriate assistance from the resources listed above in the event of an emergency or if you require immediate support. LWWHC is dedicated to providing quality care within the scope of our practice, and your safety and welfare remain paramount.

Cancellation Policy

In the event that you find it necessary to cancel or reschedule your appointment, we kindly request that you contact our administration. You may do so by telephone, leaving a voice message, or by sending an email as soon as possible. Your understanding and cooperation in this matter are greatly appreciated.

We highly value you as a client and also respect the valuable time of our clinicians. If, for any reason, you are unable to attend your scheduled appointment, we kindly ask that you notify us before 48-hours, and whenever possible, in advance. This advance notice allows us to extend the opportunity for the consultation to another client in need.

It is important to recognise that a late cancellation or a missed appointment affects three parties:

1. The client, who experiences a delay in their therapy progress. 2. Another client who may have been awaiting an urgent appointment and remains on our waitlist. 3. The clinician, who invests time in preparing for each session.

To assist in maintaining your appointment schedule, we send an email reminder two days prior to your scheduled appointment. We will follow up with a phone call if deemed necessary to confirm the appointment. Please be aware that it is your responsibility to stay informed about your scheduled appointments.

Cancellation fees are as follows for late cancellations, or 'No Shows.' It is important to note that cancellation fees are not claimable under Medicare or Private Health Insurance. 0-24 Business Hours Notice: Full Fee charged (100%) 24-48 Business Hours Notice: 50% of your deposit is absorbed by LWWHC (the other 50% will be refunded). Some payment plans may vary in cancellation fee percentages and timeframes.

Rescheduling your initial appointment (i.e. changing the day/time of the booking, and still attending to proceed with sessions) fees are 0-24 Business Hours Notice: Full Fee charged (100%) - 24-48 Business Hours Notice: 50% of your deposit is absorbed by LWWHC (the other 50% will be refunded). In the event that a client cancels consecutive appointments or fails to provide any communication regarding their appointments, we reserve the right to cancel future appointments. This policy is implemented to ensure that we can make these appointments available to other clients on our waiting list.

Regarding 'No Shows' or non-attendance, if a client fails to attend an appointment without prior contact with the clinician, we reserve the right to cancel all future appointments at our discretion. We greatly appreciate your understanding of these policies, which enable us to provide the best possible service to all our clients. If you have any questions or require further clarification, please do not hesitate to reach out to us. Your commitment to your therapy journey is sincerely valued.

Regarding 'sick' or showing symptoms, if a client or clinician attends an appointment without prior notice that they are sick or showing symptoms e.g. coughing, runny nose, sneezing and not an acceptable or diagnosed illness such as habit, lung disease, allergies or asthma; the appointment can be cancelled at any time prior or during the appointment and rescheduled. We reserve the right to cancel appointments until the client or clinician is deemed well which enable us to provide the best possible service to all our clients. The appointment will be treated as a late cancellation with the reason 'sick'. An online or Telehealth appointment will be offered as an alternative. . If you have any

questions or require further clarification, please do not hesitate to reach out to us. Both our client's and staff's health and wellbeing is important to us.

Payment Policy

LWWHC is a private clinic. **New Clients:** All initial appointments must be paid in full at the time of booking. This non-refundable payment secures your slot and pays for your initial account administration setup fee. Failure to pay will result in automatic cancellation, and the appointment will be offered to clients on our waiting list. We are not able to hold appointments without payment. **Ongoing Therapy Clients:** Full payment is required at the time of the appointment. We are unable to book further appointments until the account is settled. Clients run the risk of their appointments being removed /cancelled due to unpaid accounts. We are not a Bulk Billing Service. We have Eftpos and Medicare facilities. If we do not receive payment or make multiple attempts to contact you for payment with no success, we will refer your account to our debt collection service. Non-payment will result in service termination and debt collection.

Request for Reports & Assessments: Full payment is required when a report is requested in order for us to proceed. We do not start the assessment process or report writing process until the requested report is fully paid for.

Medicare Policies: If you are under a Mental Health Care Plan, please note that if you are late to an appointment, you may not be able to claim a Medicare rebate. This is as per Medicare's Item Number policies. **Medicare Expired Referrals:** It is the responsibility of the client's or parent/guardian of child client's to ensure that the referral is valid if you wish to receive a Medicare Rebate. Please ensure you checking with Medicare how many sessions you have used or keep track of this yourself.

Payment Disclaimer: At Living Without Worry Health Clinic (LWWHC), we are committed to delivering accessible and quality mental health services. To ensure clarity and continuity of care, please note that appointments cannot be confirmed without an agreed payment plan in place. All payment arrangements must be finalised prior to scheduling appointments.

Our team will work with you to create a suitable payment plan that aligns with your needs. We kindly ask that payments be made in accordance with the agreed terms. Failure to adhere to these terms may result in the rescheduling or cancellation of services.

We thank you for your understanding and cooperation in helping us provide uninterrupted care.

Zero Tolerance for Abuse

Our team is committed to delivering services within a secure and psychologically safe environment. We hold a duty of care not only to our team members but also to all clients who access our services, ensuring the safety and well-being of everyone involved. As part of maintaining this environment, we do not tolerate antisocial behaviour. Any individuals found engaging in the following conduct will regrettably be denied services at our clinic:

Our practice policy dictates that we maintain the right to refuse service to anyone displaying:

1. **Abusive Behaviour:** This includes but is not limited to aggressive verbal communication, yelling, insults, slamming doors, written threats, and any aggressive non-verbal behaviours.
2. **Intimidation or Humiliation:** Any conduct that intimidates, humiliates, or involves threatening

emails or actions.

3. Harassment: Any intimidating or harassing behaviour directed towards our team members or other clients.

4. Threats: Any form of verbal or nonverbal aggression directed towards our team members or other clientele is strictly prohibited.

5. Unrealistic Demands: Persistent or unrealistic demands that result in stress to our staff will not be accepted.

6. Property Damage or Theft: Causing damage or stealing from the practice's premises, staff, or patients. Any actions resulting in property damage.

We maintain the unequivocal right to refuse service to individuals who compromise the physical or psychological safety of our staff. Our commitment is to foster a kind and welcoming environment, and there is no justification for aggressive behaviour.

We emphasize: There is absolutely no excuse for abusive or threatening behaviour. **THERE IS ZERO TOLERANCE FOR ABUSE!**

Shared Parental Responsibility/ Parental Court Orders

In cases involving children, we extend a warm welcome to the participation of both parents. It is important to note that, in the absence of court-issued directives, both parents possess the authorisation to attend appointments. We would like to emphasise that our clinic does not assume the role of mediator for parents currently involved in legal proceedings or mediation.

Should you possess a court-issued mandate stipulating shared parental responsibility, it is imperative to secure consent from both parents before commencing therapy sessions. This ensures that we adhere to legal requirements and uphold the best interests of the child.

Confidentiality and Release of Information

We value our client's privacy. We are guided by Privacy Laws and do not release any case information without Informed Consent for our client or unless Subpoenaed by a Court of Law. When a third party contacts our clinic and requests information, this message is conveyed. In the case of separated families, we encourage both parents to be involved when possible unless a Court Order has stated otherwise. However, it is not our role to share information relating to appointments or to take a mediator role between parents. We believe children have the right to have access to a safe place to share their feelings and thoughts that is safe.

Confidentiality of Young People

The Australian Psychological Society has ethical guidelines for working with young people in child and adolescent mental health. Young person means a child under the age of 18 years. The following are the legal and ethical considerations for psychologists when working with young people and are based on extracts from the APS guidelines. All personal information is subject to the Privacy Act of 2002. All client records are kept securely. Informed Consent is required. Information on diagnosis and intervention suggestions is provided to the referring practitioner (GP, psychiatrist, paediatrician). Confidentiality is needed between children, and adolescent and their clinician. This means that the parent will not be told from the clinician's information shared by the child/adolescent. However, this is discussed further with the child and adolescents, in most cases a general overview of what was covered may be provided (e.g., today we focused on helpful thoughts, strategies to increase mood

etc) where deemed appropriate. This is discussed in your first session. Clinicians will encourage a teenager to talk with their parent, but will break confidentiality only when the child's safety is at risk.

Payment Methods

Please see below our payment methods:

- EFTPOS Machine
- Payment via Online
- Bank Transfer
- Invoice to NDIS, Workcover, Insurance or Company