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Service Provision at Strong Minds

At Strong Minds we pride ourselves on delivering a high quality service by qualified psychologists with the support of a friendly customer service and support team. Whilst the support team are here to help you with all your administrative tasks, our clinicians can focus on helping you achieve your goals.

Values Driven

We have four core values at Strong Minds that guide all our decisions and services:



Community has been at the forefront since we were founded in 2010. Limited services in the Yarra Valley was the driver for starting off a mobile psychology practice, which soon included outreach to the Warragul area. In the years following, we have grown to further understand and care deeply about both our communities in which we live and work.

Our community work is incorporated into 1:1 sessions and programs that are held in a variety of settings, including homes, schools, kindergartens, farms, and community centres. We have established long-term partnerships with schools and organisations in both the Yarra Valley and West Gippsland, and continue to build upon our connections.

We have delivered in person and online workshops for carers, educators, and allied health practitioners in topics such as resilience, anxiety, autism, mindful parenting, positive behaviour support, and proactive social skills.

Our team love to engage in local events, including fun runs, when we can get involved and active together, and have a chance to support other causes or organisations.



Having a **Strength focus** allows us to take time to understand you and your family, and what is meaningful in your life. We work with you to establish goals that are centred on your priorities, getting an idea of what is working well already, so we can help you to take the next steps. We focus on our areas of knowledge as psychologists, while connecting with your other supports, so that we can provide an evidence based and practical approach. At Strong Minds we want to work with you on thriving and enhancing quality of life, rather than a focus on removing problems or reducing symptoms. We work to provide our team with projects and clients that fit within their areas of passion, strength, learning and experience, whilst continuing to build their skills in other areas.



As lifelong learners, **Sharing knowledge** is a key to our development and work as psychologists. With our clients, we recognise that you are the expert in your life and the life of your child, that you know the story and experience that is unique for you all. Our contribution is to share the learning that we have from our training and experience in a collaborative way, that fits in with your life, your family, and your context. We share knowledge by finding positive ways to communicate and collaborate with your team to best utilise everyone's skill areas and training. Within our team, we engage in regular peer supervision, buddy time, and team training days, so that we can continue to build our capacity to help you, by learning from each other, and from those with specialist knowledge or skills to share with us. As a teaching clinic, we welcome the knowledge and learning of experienced clinicians, as well as those with more recent training, so that we can provide evidence-based and contemporary practice.



Sustainability at Strong Minds takes 2 approaches. These involve working towards a safe and healthy future for our environment, as well as developing life changes for clients, family, team members and community that are ongoing.

Our “Captain Sustainability” leads the team to make positive choices that reduce our carbon footprint, with team members car pooling, sharing home grown vegetables, and sorting out rubbish into many different bins! We engage in a variety of actions that involve reducing, recycling, and re-using items professionally and personally. Sundays on social media are focussed on sustainability, so you can get tips or share ideas that will help the environment now and for the future.

For our clients we work to develop goals that are practical and achievable, to reduce the need for sessions over time. We develop strategies with clients and supports that can be continued in every day life. Our team provide coaching for carers, teachers, support workers, and anyone on the team, so that positive change can occur across settings in a consistent manner.

As noted, we are a teaching clinic - we provide developing professionals a space to learn and grow whilst bringing new exposure to learning and cutting edge training. We create manageable caseloads for clinicians, and training and engagement in positive learning to ensure sustainability in their careers as helping professionals.

What our service includes

Although you may attend a session for one hour a week, fortnight, or month, support from Strong Minds incorporates a wide variety of elements.

- Psychological support from our Strong Minds clinicians includes:
 - a whole person approach, that is collaborative and person centred
 - consideration of family history
 - developmental understanding
 - formulation of the presenting referral and factors contributing to this
 - development of intervention plans
 - preparation for sessions including resources to utilise and take home tasks to introduce
 - completion of case notes
 - supervision and training from experienced psychologists
 - phone calls, letters and emails with your support team
- Each clinician in our team has a limited caseload that is managed by our full team to ensure that all of our clients are provided with the bookings required to work towards their goals.
- Our customer service team are available to support you to ensure that the time spent with the clinicians is focussed upon your goals, and not upon changing your bookings due to holidays or excursions
- All of our team are here to support you in navigating engagement with funding bodies, channelling documentation or referral updates, and getting paperwork where it needs to go, whilst maintaining high levels of confidentiality
- Engagement opportunities
 - our clinicians are prepared and ready to support you in a variety of methods, including:
 - formal and informal assessments for clients across the lifespan
 - in clinic - 1:1 or group programs
 - via phone or video
 - in the community
 - through care team or student support group meetings
 - or by creation of resources or letters required to help with working towards your goals
- To provide best-practice support for our community our clinicians are supported with extensive internal peer and formal supervision and coaching, with Continued Professional Development plans, and access to a wide library of resources, physical and digital

Finances

Intervention fees from July 1st 2024

As an organisation we are committed to valuing the time and expertise of our clinicians, and recognising that they are providing the same level of quality service and commitment to all clients, regardless of the funding body supporting the referral.

For this reason, intervention fees will be made equal across all psychologists, all days, and all times.

- **Psychologist fees - \$237.85 per hour of service**

Sessions with psychologists that have *provisional* registration will continue to be charged at a discounted rate, and will be equal across all days and all times.

- **Psychologists (provisional registration) fees - \$167.50 per hour of service**

Assessment packages will be similarly adjusted, and a schedule of fees will be provided to our community during April.

The *Australian Psychological Society National Schedule of Recommended Fees 2023-2024* has the standard 46 to 60-minute consultation fee at **\$300**, which our fee is still well below.

<u>SETTLING ACCOUNTS</u>	<u>PAYMENT METHODS</u>
<ul style="list-style-type: none"> ❖ Payment due <i>on or before</i> date of your appt ❖ If offsite, text or email office your bank deposit receipt to confirm payment ❖ Medicare claims will be processed by customer service ❖ Late Payment Fee of \$22 applies for payments not made on the day 	<ul style="list-style-type: none"> ❖ <u>Credit Card/EFTPOS</u> - onsite or securely stored ❖ <u>Electronic Bank Transfer or Cash Bank Deposit</u> <p>Account Name: Strong Minds Psychology BSB: 633000 (Bendigo Bank) Account Number: 157600495 <i>**Please include invoice no. & client name as reference</i></p>

Modification to Appointments Policy

- ❖ Late Modification of Appointment Fee (less than 2 business days notice) 50% of full fee
- ❖ Less than 1 business days notice or Non-Attendance Full session fee
- ❖ *No fee charged if appointment filled with another booking*
- ❖ *Non face to face therapy work will be completed for all clients that modify their appt with less than 2 business days notice.*
- ❖ *Non face to face therapy work is not eligible for Medicare or insurance rebates. NDIS will pay for non face to face therapy work completed.*

Referrals

- ❖ No referrals/rebates are applicable for sessions with Psychologists with provisional registration.

Medicare

- ❖ **Counselling sessions** under a Mental Health Care Plan need a referral from your GP or paediatrician at or before the initial session in order to receive a rebate from Medicare for our psychologists.
- ❖ **Autism assessments/therapy** have specific Medicare items, and need a referral from your Paediatrician at or before the initial session in order to receive a rebate.

Private Health Insurance

- ❖ Some private health funds offer rebates for sessions with psychologists. Contact your provider in order to determine eligibility. Claims cannot be made to both Medicare and a private insurer.

Other Funding Schemes (e.g. NDIS, TAC, WorkCover, Victims of Crime)

- ❖ All claim information & documentation must be provided to the customer service team & approved by the finance team prior to the initial appointment.

Communication is always welcome

If you have questions or would like to make changes to your current bookings, please feel free to contact our team on 03 5967 1438 or smpteam@strongminds.net.au

If you would like to make formal compliment, feedback or a complaint, you can contact the SMP Complaints Team; via email feedback@strongminds.net.au with your information.

We look forward to continuing to support your mental wellness and to help you achieve your goals.

SMP Team