



Wonderfully Wired Psychology – Comprehensive Policies Document

Effective Date: updated for services from 10 January 2026

1. Fees, Payment, and Cancellation Policy

1.1 Purpose

This policy outlines the requirements for payment, credit card storage, and cancellation procedures for psychology services at Wonderfully Wired Psychology. This ensures fair access to appointments, timely payment for services, and efficient account management.

1.2 Fees for Psychological Services

- Fees for psychological services will be discussed during booking and confirmed prior to your appointment. Unless otherwise discussed, standard fees apply.
- Standard telehealth sessions are charged at a rate of **\$245 per 50-minute session** (for a total of 1-hour including 10-minute note taking).
- NDIS sessions are charged at the **standard NDIS rate for Tasmania \$232.99 per hour** (clinician home-office base) as per NDIS Pricing Arrangement and Pricing Limits 2025-2026.
- If an appointment exceeds the scheduled duration by 10 minutes or more, a pro-rata fee may apply. Your practitioner will advise if a session is nearing completion.
- Rebates may be available through Medicare, private health insurance, or other funding schemes, depending on eligibility.

1.3 Credit Card Requirement and Payment Processing

- As a telehealth-only provider, all clients must provide valid credit or debit card details during intake (this includes third-party funded services such as NDIS). These details will be securely stored in Halaxy, a system that complies with Australian privacy laws and Payment Card Industry Data Security Standards (PCI DSS).
- Payment is processed on the day of the appointment. If third-party funding applies, invoices will be issued accordingly.
- If payment is not received prior to the next scheduled session and no alternative arrangement has been agreed, the outstanding amount may be charged to the card on file.
- Clients are responsible for ensuring their payment details remain current.

1.4 Cancellation and Rescheduling Policy

- A minimum of 48 hours' notice is required for cancellations or rescheduling.
- **Cancellations or rescheduling requests made within 48 hours of the appointment will incur the full session fee, as this time has been reserved.**
- Late arrivals may result in a shortened session, with the full fee still applicable. If a client is more than 15 minutes late without prior notice, the appointment will be marked as a no-show, and the full session fee will apply.
- Medicare rebates cannot be applied to unattended appointments.

1.5 Non-Payment and Service Continuation

- If payment is not received and attempts to process the outstanding balance are unsuccessful, services may be suspended until payment is made.
- Clients with overdue accounts will not be able to schedule or attend further sessions until all outstanding payments are settled.

1.6. Security and Confidentiality

- Credit card details are securely stored and managed in Halaxy, which employs industry-standard encryption and security measures.
- Wonderfully Wired Psychology will not have direct access to clients' full credit card details, ensuring confidentiality and compliance with Australian privacy regulations.
- Stored payment information will only be used for processing service fees in accordance with this policy.



1.7. Exceptional Circumstances

We understand that emergencies and unforeseen situations can arise. If a client experiences exceptional circumstances preventing attendance, they should contact the practice as soon as possible to discuss their situation.

1.8. Acknowledgement and Agreement

By booking an appointment with Wonderfully Wired Psychology, clients acknowledge and agree to this Fees, Payment, and Cancellation Policy. They consent to their card being charged for services as outlined above.

For any concerns regarding this policy or payment arrangements, clients are encouraged to discuss them with their practitioner before commencing services.

2. Privacy Policy

2.1 Collection and Use of Personal Information

- Wonderfully Wired Psychology collects personal information in compliance with the Australian Privacy Act 1988 and the Australian Privacy Principles (APPs).
- Information is collected to provide psychological services, process payments, and comply with legal obligations.

2.2 How Information is Collected

Information may be collected via intake forms, telehealth sessions, email communication, referrals, reports from other professionals (with consent), and secure practice management systems.

2.3 Purpose of Collection

Information is collected and used for assessment, diagnosis, treatment, clinical documentation, care planning, billing, and regulatory compliance.

If required information is not provided, services may be unable to be delivered.

2.4 Disclosure of Information

Personal information remains confidential except where:

- disclosure is required or authorised by law;
- there is serious and imminent risk to the client or others;
- the client has provided informed consent;
- non-identifying clinical consultation or supervision is required;
- disclosure is directly related to the primary purpose of collection and reasonably expected.

Information is not disclosed overseas without consent or legal requirement.

2.5 Data Breaches

In the event of unauthorised access, disclosure, or loss of personal information, a data breach response plan will be activated and all reasonable steps taken to minimise risk.

2.6 Access and Correction

Clients may request access to or correction of their personal information. Requests will be responded to in writing within 21 days, subject to legal exceptions.

3. Telehealth Client Consent

3.1 Purpose of Telehealth Services

- Telehealth allows clients to access psychological services remotely via secure online platforms.
- Clients acknowledge that telehealth services have benefits (e.g., accessibility, flexibility) and limitations (e.g., potential technical issues, security risks).

3.2 Client Responsibilities

Clients agree to participate in sessions in a private, safe environment and ensure a stable internet connection and suitable technology.



3.3 Confidentiality in Telehealth

Sessions are conducted via encrypted platforms. Sessions must not be recorded without prior consent from both parties.

4. AI Note-Taking Consent

4.1 Use of AI (NovoNote) for Note-Taking

- NovoNote is a secure, AI-assisted system that helps streamline clinical documentation while maintaining professional and ethical standards.
- Notes recorded through NovoNote are used to support clinical care, ensure accurate record-keeping, and enhance service quality.
- All notes are reviewed, edited, and finalised by your psychologist to ensure accuracy and relevance.

4.2 Access and Security

- Your privacy is a top priority. NovoNote complies with **Australian Privacy Laws (including the Privacy Act 1988 and the Australian Privacy Principles)** and relevant healthcare regulations.
- Information recorded in NovoNote is stored securely and is only accessible to authorised professionals involved in your care.

5. Informed Consent for Email Communication

5.1 Use of Email

Email may be used for appointment scheduling and general administrative communication.

5.2 Risks and Client Agreement

Clients acknowledge that email is not a completely secure form of communication and agree to use email at their discretion. Sensitive clinical matters should not be discussed via email.

6. Crisis Support and Emergency Contact Information

Wonderfully Wired Psychology is not a crisis service. If you are in distress, require immediate support, or are experiencing a mental health emergency, please contact one of the following services:

- Lifeline – 13 11 14 (24/7 crisis support)
- Beyond Blue – 1300 22 4636 (24/7 mental health support)
- Suicide Call Back Service – 1300 659 467 (for people at risk of suicide and those supporting them)
- Emergency Services – 000 (for immediate danger or medical emergencies)

7. Practice Contingency Plan

7.1 Purpose

Wonderfully Wired Psychology maintains a Practice Contingency Plan to ensure continuity of care in the unlikely event of illness, incapacity, practice closure, relocation, or death of the practitioner.

7.2 Continuity of Care

Clients will be notified as soon as practicable. Where appropriate, referrals will be offered to Phoenix Psychology and Support or another suitable provider. Transfer of care and records will only occur with client consent.

7.3 Legal Personal Representative (Executor)

In the event of death or legal incapacity, the practitioner's Legal Personal Representative will manage the practice's assets and records in accordance with the practitioner's Will and applicable privacy law.

7.4 Record Storage and Retention

Adult records are retained for a minimum of 7 years from last entry. Child records are retained until age 25. Medicare audit requirements and insurer requirements will also be met.

7.5 Client Notification

Clients will be informed of practitioner unavailability, options for ongoing care, and how to request transfer of records.

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8. Acknowledgement and Agreement

By booking and attending appointments with Wonderfully Wired Psychology, clients acknowledge and agree to the terms outlined in this document, including fees, payment processing, privacy practices, telehealth delivery, AI-assisted note-taking, email communication, and practice contingency arrangements.