

SHARP MINDS  
PSYCHOLOGY PTY LTD



# WELCOME PACK 2024

# TABLE OF CONTENTS

**01**

Redefining Mental Health

**02**

Say Hello To Our CEO

**03**

Tailored Services for You

**06**

Transparent Pricing, Billing,  
and Cancellation Policy

**07**

Students & Young People

**08**

Empowering Clients To Know  
Your Rights

**09**

First Steps Into The World of  
Therapy & Your First Session

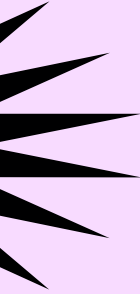
**11**

Client Success Stories

**15**

Your FAQ's Answered

# REDEFINING MENTAL HEALTH STANDARDS



At Sharp Minds Psychology, our mission is clear: to make quality mental health services affordable and accessible to everyone. We believe mental health care is a necessity, not a luxury, and are committed to removing barriers for our community's well-being.

Our approach is community-centered, acknowledging the strong connection between individual and community well-being. Here, we honor your unique story, acknowledge your struggles, and celebrate your journey toward mental wellness.

We aim to create a supportive, inclusive, and nurturing environment where you feel safe, understood, and empowered. Our goal is to provide you with the tools and support you need to navigate your path to mental well-being at your own pace and in your own way.

At Sharp Minds Psychology, your story is crucial. We're dedicated to fostering an environment that values your experiences, responds to your struggles with compassion, and celebrates your progress. Welcome to a space where your well-being is our top priority.

**We recognize that each journey is unique, just like a fingerprint. That's why our commitment lies in customizing our approach to suit your individual needs, preferences, and aspirations. Here, you're not just a visitor; you're an essential part of a community that cherishes your well-being and growth.**



# SAY HELLO TO THE CEO



**SHAE BRENNAN**

**CEO & Lead Psychologist**

Shae, the esteemed founder of Sharp Minds Psychology, is a visionary community psychologist reshaping mental health care. Passionate about understanding how individual well-being connects with the broader community, Shae is committed to making mental health services accessible and inclusive.

With a drive to bridge traditional clinical practice and community engagement, Shae brings extensive experience and expertise to the forefront at Sharp Minds Psychology.

As a community psychologist, Shae's journey is defined by a relentless dedication to forging meaningful connections and enacting positive communal change. Their approach centers on the transformative impact of community-based care, recognizing mental health as a collective responsibility rather than an individual pursuit. Shae has spearheaded initiatives to dismantle barriers to mental health services, ensuring equitable access for all, regardless of background or circumstance.

Their holistic vision extends beyond therapy, aiming to cultivate a nurturing environment where each person feels validated, heard, and empowered. Shae's leadership is characterized by a deep commitment to equipping individuals with the tools and encouragement necessary for their unique journey towards mental wellness. Through this leadership, the practice embodies an unwavering commitment to prioritizing everyone's mental health.



# WHAT WE PROVIDE

## THERAPY & COUNSELLING 01.

Discover convenient therapy and counseling through our secure telehealth platform. Connect with empathetic therapists via video sessions for personalized support in managing stress, improving mental health, and navigating life's challenges. Prioritize your well-being with flexible and accessible care.



## ASSESSMENT & DIAGNOSIS 02.

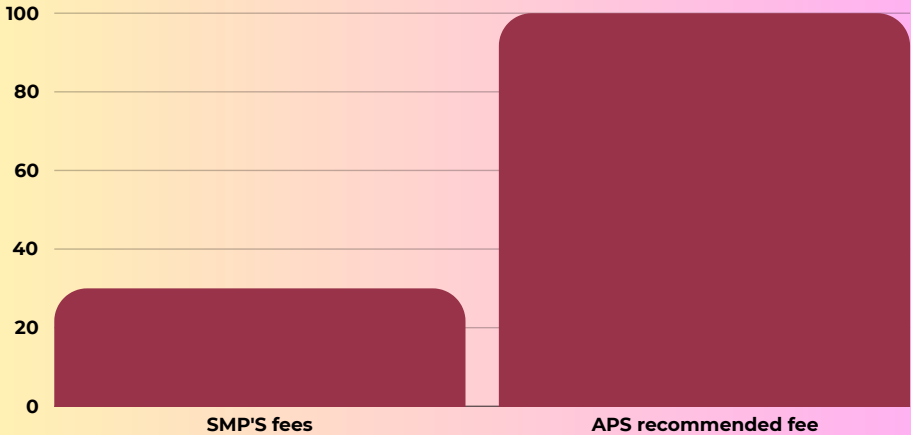
Our telehealth services offer specialized assessment and diagnosis sessions led by experienced professionals. These assessments cover various psychological evaluations personalized to your needs. From cognitive assessments delving into memory and thinking patterns to personality evaluations exploring individual traits, or diagnostic assessments for conditions like anxiety, depression, or ADHD, our platform provides a diverse range of evaluations.

## GROUPS & HUBS 03.

Participate in our specialized telehealth hubs designed for ADHD, anxiety, and depression, offering tailored support and resources. Engage in interactive group sessions led by qualified experts focusing on coping techniques, skill development, and holistic approaches for each condition. Join a supportive community, sharing experiences and learning practical strategies to effectively manage symptoms. These hubs provide a secure space to discuss challenges, gain insights, and access valuable resources, all within our inclusive telehealth platform.

# PRICING & BILLING

Our fees are based on a sliding scale of income status and profession



Our fees are 38% lower than the APS recommended standard fee.

Sharp Minds Psychology is committed to breaking barriers in mental health care. Our mission is to provide top-tier psychological services without financial strain. We proudly offer a fee structure that stands 38% lower than the industry standard for psychology services, ensuring that quality mental health support is affordable and accessible to all. At Sharp Minds Psychology, our dedication extends beyond delivering exceptional care – it's about empowering individuals to prioritize their mental well-being without worrying about excessive costs. Join us in our endeavor to make quality mental health services more affordable, because everyone deserves the chance to thrive.

Through our partnership with **Halaxy**, we prioritize client-centric care by providing a user-friendly platform for **managing appointments, invoices, and payments seamlessly**. Halaxy's integrated system allows for secure and efficient billing, ensuring accuracy and transparency in all financial transactions. Clients benefit from the convenience of online payment options and detailed billing statements, empowering them with full visibility and control over their financial interactions with our practice. Experience the ease and affordability of our services, powered by Halaxy.

# PRICING STRUCTURE

Take a look at our sliding scale of income status and profession

Annual Income	Standard Fee	with Referral + Care Plan	Medicare Rebate	Gap Fee
\$120k+	\$300	\$207.10	\$93.35	\$113.75
\$80k-120k	\$259	\$157.10	\$93.35	\$63.75
\$50k-80k	\$235	\$142.10	\$93.35	\$48.75
\$<50k	\$135.41	\$114.38	\$93.35	\$21.03

At Sharp Minds Psychology, we understand that accessing quality mental health care should not be limited by financial circumstances. That's why we've implemented a **progressive fee structure based on income status and profession**, ensuring affordability for all. Our sliding scale system considers diverse financial situations, allowing us to tailor fees according to individual needs. Whether you're a professional, a student, or from any income bracket, our aim is to provide accessible and exceptional mental health support. We believe everyone deserves the opportunity to prioritize their well-being, and our flexible fee structure reflects our commitment to making quality care inclusive and attainable for everyone.

Whether you're a healthcare professional, an artist, a student, or from any other occupation, our goal is to ensure that quality mental health support remains within reach. This approach reflects our belief that everyone should have access to the care they need, regardless of financial constraints. At Sharp Minds Psychology, our sliding scale system exemplifies our dedication to fostering an inclusive environment where mental wellness is a priority for all. Please note that our sliding scale fee structure is subject to periodic reviews in consideration of the operational costs of our company, staff requirements, and economic fluctuations.

# CANCELLATION POLICY

- Our cancellation policy ensures clarity and efficiency.
- Clients are encouraged to take responsibility and to avoid fees.
- Cancellations should be made at least 3 business days before appointments.
- New clients secure bookings with a non-refundable 50% deposit.
- Payment flexibility is prioritized—fees can be settled via phone or charged to stored credit cards.
- Unsettled accounts beyond 7 days may incur an 18% + GST debt collection fee.
- Transparent communication aligns with Fair Trading guidelines.

## FAIR REMUNERATION

Cancellation fees aren't just about discouraging last-minute changes; they're a vital component in compensating clinicians for their time commitment. Therapists invest energy and preparation into each session, and when appointments are canceled, these fees ensure fair compensation and sustain the reliability of mental health practices.

## CANCELLATION FEES

Recognising cancellation fees as more than a financial transaction—they're a recognition of therapists' dedication and a tool for maintaining a robust mental health support system. For all sessions within Sharp Minds Psychology, the following cancellation fees apply.

No-show appointments result in the full cancellation fee.

0-48 hours' notice incurs a 50% cancellation fee.

72 hours+ notice exempts from cancellation fees.



# STUDENTS & YOUNG PEOPLE

Take a look at our sliding scale for students & young people to be able to access the support they need without financial barriers

Age	Standard Fee	with Referral + Care Plan	Medicare Rebate	Gap Fee
11-17 years	\$135.41	\$93.35	\$93.35	\$42.06

In a bold move to prioritize the mental well-being of the younger generation, we are excited to announce a groundbreaking initiative that brings down the barriers to mental health care. Our commitment to fostering a supportive community led to the introduction of lower session fees for students and young people aged 11-17. Better yet, with a referral and a treatment plan from their GP, they can now enjoy 100% bulk billing services.

Navigating mental health is easier than ever for young individuals aged 11-17. With a GP referral and treatment plan, they can access 100% bulk billing services, eliminating out-of-pocket expenses. Our commitment extends to divorced and separated families, ensuring that **primary parental contacts share all essential information responsibly for a collaborative approach to their child's well-being.** We will need to see a student ID for students to receive **10% off programs & groups.**

# CLIENT RIGHTS

- **Confidentiality:** Psychologists are bound by confidentiality, and clients have the right to expect that information shared during therapy sessions will be kept private, with some exceptions as required by law.
- **Informed Consent:** Clients have the right to receive clear and comprehensive information about the therapeutic process, potential risks and benefits, and any proposed interventions. Informed consent ensures that clients can make informed decisions about their treatment.
- **Respect and Dignity:** Clients have the right to be treated with respect, dignity, and cultural sensitivity. Psychologists are expected to be aware of and consider cultural factors that may impact the therapeutic relationship.
- **Autonomy:** Clients have the right to make decisions about their own treatment. Psychologists should collaborate with clients in developing treatment plans and respect their autonomy in decision-making.
- **Competence:** Clients have the right to receive services from a competent and qualified psychologist. Psychologists are obligated to maintain high standards of professional competence and continually update their skills.
- **Privacy:** Beyond confidentiality, clients have the right to expect a reasonable level of privacy during therapy sessions and in the storage of their records.
- **Freedom to Choose:** Clients have the right to choose their psychologist freely and to terminate therapy at any time.
- **Access to Records:** Clients generally have the right to access their own records, with some limitations. Psychologists may have policies in place to provide clients with access to their records upon request.
- **Protection from Exploitation:** Clients are entitled to protection from any form of exploitation, including financial, emotional, or sexual exploitation.

# THE JOURNEY BEGINS

## Candid Chronicles: First Steps into Therapy

### **MAKING CONTACT**

Reach out to our amazing Admin Team, who are here to assist and guide you through the process of initiating therapy. They understand the significance of this decision and are adept at addressing any initial queries or concerns you might have about starting therapy.

**E: [admin@sharpmindspsychology.com](mailto:admin@sharpmindspsychology.com)**

### **COMPLETE OUR INTAKE ASSESSMENT FORM**

Once you make contact with our Admin Team, they will guide you through the process of accessing our Intake Assessment Form. This form serves as a confidential space for you to share essential information about your background, concerns, and goals for therapy. It allows you to articulate what you hope to gain from therapy, ensuring that your sessions are tailored to meet your specific needs.

### **SETTING UP YOUR FIRST SESSION**

Once you've completed our comprehensive Intake Assessment Form, our exceptional Admin Team steps in to make your experience with us a breeze. They'll engage in a personalized discussion about service fees, taking into account your income and profession, ensuring that our sliding scale structure aligns perfectly with your financial comfort. Following this, they'll extend a variety of available session times, allowing you the flexibility to select the perfect slot that harmonizes with your busy schedule. At Sharp Minds Psychology, our commitment begins the moment you connect with us, ensuring that your entry into therapy is as smooth as can be, prioritizing your individual needs and convenience every step of the way.

# YOUR FIRST SESSION

- We're here to make your first session comfortable and beneficial. Here's a quick overview of what to expect.
- Your psychologist prioritizes trust and opens the session with introductions for open communication.
- Share your current challenges and reasons for seeking therapy to help your psychologist understand your unique situation.
- Discuss any past diagnoses or treatments, guiding your therapist in tailoring an effective treatment plan.
- Your privacy is paramount. Everything discussed is treated with strict confidentiality, following ethical guidelines.

## SETTING GOALS

Work with your psychologist to establish clear and achievable goals for therapy. These goals will shape your treatment and can be adjusted based on your progress.

- **Medication and Health:** Inform your psychologist about any medications or relevant health history. This ensures a holistic understanding of your emotional well-being.
- **Family and Social Support:** Your psychologist may ask about your support system. Insights into your relationships contribute to a comprehensive treatment approach.

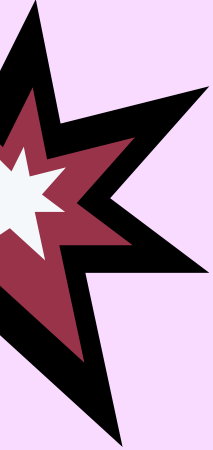
## RISK ASSESSMENT

Safety first! Your psychologist will assess any potential risks and take appropriate measures if needed, ensuring your well-being is a top priority.

## PLANNING FUTURE SESSIONS

Towards the end of your first session, you and your psychologist will discuss how often you'd like to meet and find a schedule that suits your needs for ongoing progress in your therapeutic journey.

# VOICES OF SATISFACTION



Anticipating your first therapy session is an ideal moment to introspect and envision the milestones you're aiming to accomplish. Take a reflective pause to discern your motivations driving this journey and map out the specific areas you aspire to delve into during your discussions with the therapist.

Simultaneously, ensuring smooth and convenient access to telehealth services is paramount for a seamless transition into your therapeutic experience. At Sharp Minds Psychology, our mission is to accompany and support you every step of the way toward embracing a more empowered and fulfilled version of yourself."

## Discover What People Are Saying About Their Transformative Experience with Sharp Minds Psychology

"Choosing Sharp Minds Psychology was the best decision I made for my mental health. Their therapists are incredibly knowledgeable, empathetic, and supportive. The therapy sessions were insightful and tailored to my needs, making a profound impact on my overall well-being." - **Emily W.**

"I cannot thank Sharp Minds Psychology enough for their exceptional care. The therapists create a welcoming environment where I felt heard and supported. Their guidance helped me gain a better understanding of myself and improved my mental health significantly." - **Mark R.**

"Sharp Minds Psychology changed my life! The therapists provided a safe space where I could openly discuss my issues without any judgment. Their expertise and compassionate approach empowered me to navigate through tough times. I'm grateful for their support in my journey to mental wellness." - **Sarah D.**

## WHAT IS TELEMENTAL HEALTH?

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It put it simply, telemental health is online counselling and therapy. This can occur either via video call or telephone- the choice is yours!

## IS TELEMENTAL HEALTH COVERED BY INSURANCE?

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Coverage varies, so check with your insurance provider to determine if telehealth therapy is included in your plan.

# SHARP MINDS + HALAXY FAQ'S

## WHAT ARE THE BENEFITS OF TELEHEALTH THERAPY?

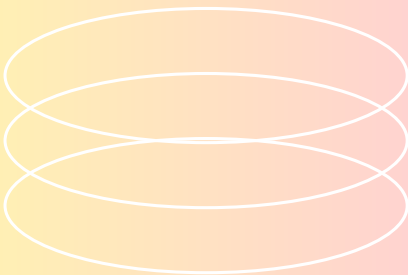
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Benefits include convenience, accessibility, and the ability to receive therapy from the comfort of your own space.

## IS TELEHEALTH THERAPY CONFIDENTIAL AND SECURE?

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Yes, telehealth therapy is designed to be confidential and secure, following strict privacy guidelines



## **WHAT TECHNOLOGY DO I NEED FOR TELEHEALTH THERAPY?**

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You typically need a device with a camera and microphone, as well as a stable internet connection.

## **HOW DO I SCHEDULE A TELEHEALTH THERAPY SESSION?**

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Contact us to schedule a telehealth therapy session. Our team will assist you in setting up a convenient appointment.

## **CAN I RECEIVE A DIAGNOSIS OR TREATMENT PLAN THROUGH TELEHEALTH THERAPY?**

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Yes, telehealth therapy allows for assessments, diagnoses, and the development of treatment plans.

## **HOW DO I KNOW IF TELEHEALTH THERAPY IS RIGHT FOR ME?**

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Consider factors such as convenience, comfort with technology, and your specific therapeutic needs when deciding if telehealth is a good fit.



## **WHAT IF I HAVE A TECHNICAL ISSUE DURING A SESSION?**

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Our support team is available to assist you with any technical issues that may arise during your telehealth therapy session.

## HOW DOES BILLING WORK?

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We bill the fee straight to the client through Halaxy, with the medicare rebate returned straight to the clients bank account. This ensures added protection for all!

## WHAT IS THE TIMEFRAME OF RECEIVING MEDICARE REBATES BACK?

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Medicare rebates are typically processed within 2-3 business days after the claim is submitted.

## HOW DOES PROCESSING FEES WORK?

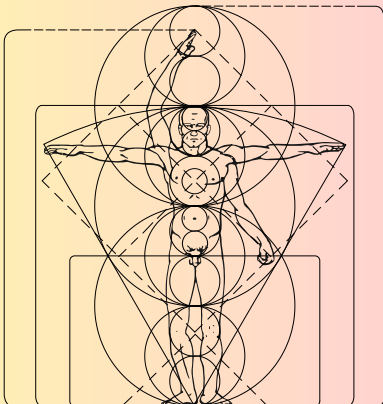
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Secure payment collection is ensured through integrated gateways, with a processing fee covering administrative costs and platform maintenance.

## HOW CAN I SECURELY PROVIDE MY PAYMENT DETAILS?

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You can securely add payment details once you create a password for your profile via a link we send you. Please check your junk mail and be sure to share the details by clicking "share" so we can run payments.



## HOW SECURE ARE MY PAYMENT DETAILS?

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Halaxy's payment gateway, powered by Braintree PayPal, ensures secure storage of payment details with strict protocols.



# CANCELLATION EXEMPTIONS

The following exemptions are made when considering the application of cancellation fees at Sharp Minds Psychology, however, we reserve the right to charge cancellation fees if it feels necessary.

- Medical Emergency: Sudden and serious health issues.
- Family Emergency: Unexpected family crises.
- Natural Disasters: Events beyond one's control, like severe weather conditions.
- Legal Obligations:
- Court appearances or other legal responsibilities. Loss or
- Bereavement: Coping with the death of a loved one.
- Critical Incidents: Unexpected events requiring immediate attention.
- Childcare Issues: Emergencies involving childcare.

If you wish to discuss these further please email our Admin Team at  
**[admin@sharpmindspsychology.com](mailto:admin@sharpmindspsychology.com)**