

On 31st March 2020, with the increasing concerns about COVID-19, we made the decision to move exclusively to Telehealth sessions. Over 6 weeks later, we have found that this has proven to be a viable alternative to face-to-face (in person) sessions. However, recently the state and federal governments have begun to ease some restrictions and we have been afforded the opportunity to review our situation. As such, **we have decided to return to face-to-face therapy. This will mean that as of 16th May 2020 all sessions booked will be in person unless we are notified otherwise.** To ensure everyone's health and wellbeing we will be adhering to COVID-safe procedures including:

1. Social distancing rules 1.5m and 4sqm per person.
2. Clients will be asked to wait in their car until their session. Reception will call when the clinician is available.
3. Clients and clinicians will be required to use hand sanitiser upon entry and leaving Align, and regularly throughout the day.
4. Disinfectant spray and paper towel, sanitiser and Glen 20 will be available in each room to wipe surfaces such as door handles, etc. between clients, and spray fabric furniture surfaces.
5. Clients and clinicians will be advised not to attend if they have any cold symptoms or temperature. In this instance Telehealth can be offered.
6. At the end of the session when dealing with payment, we ask that clients do not congregate around reception, and take seats available, or alternatively, leave and reception will phone for payment.

We are still allowing for those individuals who are either unwell, or vulnerable due to COVID-19 the option to still access therapy remotely, by either video, or telephone. In these cases, we will continue to use Zoom as our video platform (accessed through your smart phone, tablet, PC, or laptop), and have so far found this to be very user-friendly. Please feel free to contact the practice if you have any difficulties with this, or would like assistance navigating the software. As usual, a text will be sent 48 hours prior to the appointment. If you are having a Telehealth appt then a further text or email with the Zoom link address will also be sent prior to your session.

Whether in person, or Telehealth, If applicable, Mental Health Care plan rebates will be available. Similarly, if paying through other means, rebates are also available through private health (depending on your policy), TAC, WorkCover, VOCAT, NDIS, and DVA.

It is of the utmost importance to us to continue to provide the best and most clinically-appropriate support during this challenging time. Please feel free to be in touch with any questions or concerns. We are here to help. Take a look at the Covid-19 resources we have also added to the website for you and loved ones.

Warm Regards,
Align Team

Align Psychology Pty Ltd
ABN: 8262 2959 059

T: 03 8290 0293
F: 03 98505189
E: info@alignpsychology.com.au
W: www.alignpsychology.com.au
A: 9 Gertrude Street, Templestowe Lower, Vic, 3107



Member
Australian
Psychological
Society MAPS