



JOANNA HENDERSON
Clinical Psychologist

NDIS POLICY

PRACTICE (“the Practice”, “we”, “our”):

Name: Joanna Henderson Clinical Psychologist

Practice entity: Joanna Henderson as trustee for the **Henderson Trust**

ABN: 87 285 092 848

Practice address: 131 Wickham Terrace, Spring Hill, Brisbane, Qld, 4000

For the purposes of this policy, references to “we”, “us”, “our” or “the Practice” include the trustee of the Trust and any of its employees, contractors or agents acting within the scope of their role.

PRACTITIONER (“the Practitioner”):

Name: Joanna Henderson

Title: Clinical Psychologist

Registration: AHPRA Registration Number PSY0002012556

For the purposes of this policy, references to the “Practitioner” indicate Joanna Henderson.

CLIENT (“You” or “the client”):

For the purposes of this policy, references to “You” or “the client” refer to the client of the practice and visitors to our website.

PURPOSE

This policy explains how the Practice works with National Disability Insurance Scheme (NDIS) participants and their supports. It sets out our NDIS registration status, funding types we can work with, how fees and cancellations are managed, and how NDIS services fit together with our other policies and with schemes such as Medicare. It should be read together with the NDIS Service Agreement (where applicable), Client Agreement, Privacy Policy, Cancellation Policy and Schedule of Fees.

NDIS REGISTRATION STATUS

The Practice is not a registered NDIS provider. Most of our work is funded through other schemes (for example, Medicare) and private fees. We can provide services to self-managed and plan-managed NDIS participants, in line with NDIS rules and our clinical scope of practice. We will make reasonable efforts to stay up to date with NDIS changes at both an individual and policy level. However, your NDIA contacts, Support Coordinator and/or Plan Manager remain your best source of advice about your specific plan and how your funds can be used.

KEEPING UP TO DATE WITH NDIS CHANGES

The NDIS is a changing scheme. Where the NDIA introduces new rules or clarifications, we will:

- Work to the best of our knowledge and ability to remain compliant with current NDIS guidance, even where this differs from previous advice or agreements
- Adjust our recommendations and services if something that was previously funded is no longer eligible
- Work in good faith with participants and their supports to navigate changes with the participant's best interests in mind

If a change affects services already planned or booked, we will discuss this with you and, where possible, update your Service Agreement and treatment plan together.

SERVICE AGREEMENTS AND CONSENT

We strongly recommend that NDIS participants (or their nominee) sign a Service Agreement before or shortly after commencing services.

The Service Agreement sets out:

- The type of services to be provided
- The fees and any additional charges
- Responsibilities of the participant and of the Practice
- How changes, cancellations and complaints are managed

Specific supports, fees and arrangements for an individual participant are set out in your individual NDIS Service Agreement with the Practice. All other Practice policies and procedures, including the Client Agreement, Privacy Policy, AI Use Policy and Cancellation Policy, continue to apply to NDIS participants.

If a participant or nominee chooses not to sign the Service Agreement but continues to attend appointments, this will be taken as implied agreement to:

- Be billed in line with NDIS billing rules (for plan-managed clients), and/or
- Be billed at the Practice's usual fee schedule (for self-managed clients)
- Accept any applicable administrative, travel and cancellation fees as outlined in our policies and invoices

FUNDING TYPES AND FEES

Plan-managed NDIS participants

For plan-managed participants:

- Where applicable and permitted by the participant's plan and the relevant NDIS Price Guide, we may bill according to appropriate NDIS line items.
- It is our standard practice to include 15 minutes of non face-to-face administrative time per hour of clinical session for plan-managed NDIS work. This time covers best-practice clinical administration such as:
 - Treatment planning and formulation
 - Reviewing and scoring measures
 - Liaising as needed with relevant supports

- Finalising and securely storing notes and documentation

Any additional non-face-to-face work (for example, longer reports, extensive liaison or case conferencing) may be billed separately. Significant tasks will be discussed with you before they are undertaken wherever possible.

Self-managed NDIS participants

For self-managed participants:

- The Practice's usual fee schedule applies.
- Where self-managed participants pay invoices by card via Stripe, a small card processing surcharge may be added, as described in the Schedule of Fees and Card-on-file Policy.
- These fees are set in a way that already considers routine administrative time connected to sessions
- You are responsible for paying the Practice directly and seeking reimbursement from the NDIA in line with your plan, if applicable.

Out-of-session administrative tasks

Additional administrative or clinical work outside of usual session and routine admin may be charged, for example:

- Detailed support letters or reports
- Extensive liaison with schools, other providers or services
- Significant care coordination or case management tasks beyond brief updates

Where a task is likely to involve more than brief, routine admin time, the clinician will discuss likely time and cost with you before proceeding, wherever practicable.

PARTICIPANT PLANS, GOALS AND INFORMATION

Participants may choose whether to provide a copy of their full NDIS plan. At a minimum, for NDIS-funded work we usually require:

- Plan start and end dates, and
- Plan goals

This allows us to:

- Ensure services are aligned with your stated NDIS goals
- Confirm that services occur within the relevant plan dates
- Help ensure that services are consistent with the NDIS requirement that supports are "reasonable and necessary" for your disability-related needs

RELATIONSHIP WITH MEDICARE AND OTHER SCHEMES

NDIS-funded services do not replace other funding schemes such as Medicare.

The NDIA has introduced specific restrictions on which mental health supports can be funded, and has been clear that it does not fund psychology purely as therapy or clinical treatment aimed at relieving symptoms of a mental health condition. Rather, NDIS-funded supports must be focused on building skills and functional capacity that are disability-related.

Where appropriate, we may:



- Recommend that some sessions or services be accessed through Medicare, private health insurance or private fee-paying arrangements instead of, or in addition to, NDIS funding
- Decline to bill certain services to NDIS where they are not consistent with NDIA guidance as we understand it

We will continue to work with participants, the NDIA and other providers to follow NDIS mental health guidelines as they evolve.

CANCELLATIONS AND NON-ATTENDANCE

NDIS participants are subject to the Practice's Cancellation Policy, which is consistent with NDIS rules and our Client Agreement. This may include:

- A fee for late cancellations or non-attendance within the specified notice period
- The ability to charge this fee against NDIS funds (for plan-managed participants), where permitted and appropriate

Details are outlined in the Client Agreement and Cancellation Policy, which should be read alongside this NDIS Policy.

FEEDBACK, CONCERNS AND COMPLAINTS

We welcome feedback to help improve our services. If you have questions or concerns about how NDIS funding is being used or billed, please:

- Raise the issue directly with your psychologist or
- via admin@jhpsych.com.au in the first instance

If the issue is not resolved, you may make a formal complaint through the Practice's Complaints process (as outlined in the Client Agreement)

You also have the right to contact:

- The NDIS Quality and Safeguards Commission, and/or
- The NDIA, your Plan Manager or Support Coordinator

QUESTIONS ABOUT THIS POLICY

If you are unsure about how this policy applies to you, or if you would like to discuss your situation, please contact:

- **Email:** admin@jhpsych.com.au
- **Business mobile (SMS):** 0435 013 760

We appreciate your understanding and cooperation. This policy helps us provide a reliable and sustainable service for you and for all clients of the practice.