

15<sup>th</sup> March 2020

As a health service, it is important that Cherished Minds continues to run with minimal impact to services so that we can continue to provide support and guidance to our Cherished Families.

As many of you would have seen, we have recently sent out some information about how both Cherished Families and staff can contribute to reducing the spread of the Coronavirus such as engaging in proper hygiene practices and not attending the clinic if you are unwell.

Additionally, Cherished Minds will be providing the option of conducting consultations either by Zoom or phone for those who may be unable to attend the clinic. Some things to consider:

- If you are NDIS funded, you are able to access Zoom or phone consultations under the same claiming structure as if you are attending face to face consultations
- If you are using a mental health care plan, you will be able to request Zoom or Phone consultations but be unable to claim a rebate. This will also mean that it will not be counted towards your 10 claimable sessions per calendar year and you can resume using these sessions when you attend face to face sessions at the clinic in the future
- Please consider if Zoom or Phone consultations are suitable for your child. Under NDIS you may choose to use these consultations as a parent training session to ensure that you can continue to receive support from your Psychologist during the time you are not attending the clinic. Under Medicare your child is required to be present during the consultation

If you feel that a Zoom or Phone session is required in place of your usual face to face consultation please contact administration on 9822-8630 with ample notice for this to be organised

Cherished Minds will continue to do its best to support Cherished families during this time of uncertainty. We encourage everyone to remain calm, composed and support each other.

Yours Sincerely,

Cherished Minds Team