



PSYCHOLOGY, PSYCHOTHERAPY AND LIFE COACHING
DPsych (counselling), BSc (hons), MAPS

ABN 87 489 132 330

a life simply lived

PSYCHOLOGY

March 22nd, 2020

Dear valued ALSLP clients, parents and carers,

I just wanted to provide an update. At ALSLP the safety and wellbeing of our clients, their families, our team and our communities are all of utmost priority. It is with this in mind that we have given extensive consideration to the safest way to continue to provide you with mental health and emotional support, whilst minimising the risk of compromising physical health, especially of those in our practice and communities who are more vulnerable during this pandemic. We have been carefully following the most current information and advice provided by government, experts and our professional body the Australian Psychological Society.

At this time, our practice will be remaining open, but we will be moving to telehealth or telephone sessions only as of tomorrow, Monday 23rd March. We hope to resume face to face sessions in May, and will continually review the latest advice and keep you updated as to when this will occur.

Our practice is well experienced in supporting our clients via telehealth sessions, having begun using this platform in 2015. Sessions can be accessed from any device (smart phone, tablet or computer) which has a microphone and camera. When the session is booked you will receive a web-link by email, which when clicked takes you directly to a secure online room with your clinician. There are no extra apps or software to be downloaded, and the platform we use, Covui, complies with the highest privacy requirements and is very stable even when the internet signal is poor. We appreciate that the use of technology can sometimes feel overwhelming when it is new, and we will have a clinician available to offer you an initial administrative session to guide you through this for the first time (at no cost to you).

Where telehealth is not an option, we will also gladly offer you support on the telephone. We understand that telehealth and phone consultations will not be suitable for all clients. We encourage you to discuss this with us, as we may be able to address many of your concerns, or collaborate with you to find other ways we can support you and help you remain connected during these very difficult times.

For our younger clients, we are reviewing our treatment plans so as to provide individualised creative ways to engage in play sessions via Telehealth. Parents can also use the session to discuss with your clinician on how to cope with isolation, day to day parenting techniques, how to support our children with "COVID anxiety", some activities that can be therapeutic that parents can do with their children, and how to transition into a temporary home school situation if this is occurring.





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Unfortunately any cognitive or ASD assessments which require face to face contact will need to be postponed until our face to face services resume. We are very aware and appreciate that this will cause inconvenience to some of you who have been waiting patiently for these assessments, and will be working extra hard to be able to provide your reports within 1-2 days (rather than the usual 2-3 week timeframe) once we are able to complete the assessments.

We also understand that you may want to cancel, and will waive all cancellation fees until further notice. However, I also ask that you give us as much notice as possible if you need to cancel, so we can offer other clients the session time.

You can contact us at any time on 0439320444 if you have any concerns or questions. Our new clinician, Helena McCalman will be available all week to support you, and will pass messages on to the rest of the team, so please let her know if you need to speak to your own clinician directly. We can also all be contacted on email admin@alifesimplylived.com.au. We will be posting frequently and coming to you live also on social media with topics such as how to manage increasing anxiety, remaining socially connected which physically distancing, and creative ideas for

We thank you for your understanding during this time, please know the team at ALSLP are here to support you in any way we can. Please stay safe and take care of yourselves and each other,

Naomi, U'Nita, Helena and Sophie
A Life Simply Lived Psychology

