



Dear Valued Clients,

In our commitment to the health and well-being of our staff, clients, and visitors to the clinic at Psychology ONE, we have ensured that we have followed all COVID-19 related health directives. This has included implementing measures for social distancing, regular cleaning of the premises, including the furniture and other surfaces, and wearing of masks as required. We would like to take this opportunity to thank our clients and their families for the understanding, support, and compliance, with these measures.

As you are likely aware, there have been some important updates regarding COVID-19 vaccinations and mask requirements announced by the Queensland Government in the past two weeks. These have implications for the employees and clients who attend the clinic at Psychology ONE. Specifically,

1. **As of December 15th, 2021, it will be mandatory for all health workers (including those working in private practice) to be double vaccinated.**
Psychology ONE can confirm that all psychologists and allied health workers are currently compliant with this directive and have produced evidence of their double vaccination status.
2. **Also, as of December 17th, 2021, many Queensland businesses, including allied health clinics, will be required to restrict entry to individuals aged over 16 years who are unvaccinated.**

While we acknowledge the inconvenience and/or discomfort that this might cause for some clients of our services, Psychology ONE will be taking measures to ensure that we adhere to these rules in the interests of the continued health and well-being for all those attending our clinics and to reduce the spread of Covid-19. There is a range of measures that we will be taking to ensure that this directive is followed.

- Telehealth is available to anyone who is unvaccinated. We do not wish to disadvantage anyone from receiving appropriate therapy or other services and Medicare have allowed continuing Telehealth services for this purpose.
- Telehealth is available to anyone who is experiencing cold/flu symptoms or who is otherwise unwell. We ask that anyone who is feeling unwell not attend the clinic but instead postpone your appointment or attend by Telehealth.

- For parents/guardians who are unvaccinated and accompanying children aged 16 and under to the clinic, we ask that you remain with your child downstairs until you are called for the appointment. Your clinician will come and collect your child and return them at the end of their appointment.
- For unvaccinated people, there may be an option to see your practitioner in the downstairs, outside area, using social distancing measures. Please discuss this option with your practitioner directly.
- These measures apply to people who are aged over 16 years old. Those aged 16 years and under are able to enter the clinic, regardless of their vaccination status.

3. **Finally, it was announced that masks restrictions had been lifted as of 13th November.**

This means that, unless anything changes, masks are no longer required in the clinic rooms at Psychology ONE.

We understand that this latest mandate may be difficult for some of the clients and their families who attend the clinic. It is NOT our policy that anyone should be unduly impacted from accessing services and therefore the guidelines above are designed to support safe accessibility of all services. We hope that you will all continue to support our commitment to the safety of our community through understanding and complying with these policies.

We are awaiting further guidance and updates from AHPRA (our governing health body) and the Queensland Minister for Health. It is hoped and anticipated that these measures will be temporary, and we can then welcome everyone back into the clinic without restriction. We will provide you with updates as they come to light. This includes those people who have an exemption from vaccination – guidelines for this group are still be developed.

If you have questions, concerns, or feedback in the meantime, please get in touch by sending an email to info@psychonegroup.com.au.

Kind regards,

Psychology ONE