

# Mindstate Psychology Pty Ltd

Clinical, Forensic and Neurofeedback  
Psychology Services

**Postal Address:** PO Box 393  
South Perth  
WA 6951

**Rooms:** 3/11 Richardson Street  
South Perth  
WA 6151

14 March 2020

ABN 94 622 297 705

## Re: Coronavirus Covid-19

**Telephone (08) 9450 1618**  
[www.mindstatepsychology.com.au](http://www.mindstatepsychology.com.au)  
[info@mindstatepsychology.com.au](mailto:info@mindstatepsychology.com.au)

Dear Mindstate Client

Like most people at the moment we are concerned about Covid-19 as it is an unknown situation changing rapidly. For the safety of yourself and staff we make the following recommendations:

- If you are in any way unwell, please do not come to your appointment. We will waive normal cancellation fees even for non-attendance on the day in case of any viral illness (cough, cold, 'flu, hay fever, fever, Covid-19, etc). All we require is a note from your doctor or Pharmacy.
- We reserve the right to terminate your session if you attended unwell.
- As a standard caution, we recommend that if you arrive early you do not wait in the waiting room any longer than is necessary. Have a walk in the park or some other suitable calming activity. We do not start early, and we do try to start on time.
- If you find your therapist sitting a little further away than previously, they are following recommended health guidelines.
- Sorry about the no handshake, but that is the covid-19 recommendation.
- If you are quarantined, please note that the Government is putting in place Medicare items and other arrangements for you be able to have virtual therapy with your psychologist.
- Likewise, if your therapist is quarantined, we hope to continue therapy in the same manner.
- You should follow published health guidelines and the advice of medical authorities.
- Due care will taken by Mindstate Psychology but we cannot guarantee that we will remain a COVID-19 free environment due to the nature of there being clients attending. However, unlike a medical centre we are low volume in frequency of patients due to the long appointment time.
- While we pride ourselves on confidentiality, should a patient or staff member become infected we may have to release your name and contact information, as well as attendance details, to appropriate authorities.

Dr Phil Watts  
Director Mindstate Psychology

PS- These guidelines will be updated or varied depending on Government requirements and changing circumstances