

Frequently Asked Questions

V.5 updated 23/07/2025

If you have any further questions or need any clarification, please contact us on
0420 211 470

General:

Q. How do I get there and where should I park?

A. Our Burleigh Heads office is located at 7/37a Tallebudgera Creek Rd, Burleigh Heads, QLD, 4220. Walk down the driveway next to JFK Woodfire Pizza and we are located at the very back. Our clinic parking is very limited so please arrive early to find street parking. If available, you may park in the public carpark located across the street.

Q. Do I need a referral?

A. If you wish to claim Medicare rebates for your sessions, yes, you will need a valid referral. Please refer to our PDF “What makes a referral valid?” for more info. A referral is not needed for provisional psychologists, or if you wish to use your NDIS or Private Health Insurance funding.

Q. How do I claim my Medicare rebate?

A. Our administration team can claim your Medicare rebates for you once your invoice is paid. Please contact us to request this. Evidence of payment is required if you are paying by direct deposit. Alternatively, you can claim them yourself by uploading your paid receipt through MyGov or the Medicare app.

Q. What is your cancellation policy?

A. If you need to make any changes to your appointment, we kindly ask that you do so at least 48 business hours prior to your appointment time. While we understand things come up unexpectedly, without ample notice, it can be hard to fill your appointment slot. Any changes or cancellations made within 48 hours may be charged 100% of the appointment fee. Please note you cannot claim Medicare rebates on cancellation fees.

Q. What should I expect in my initial appointment?

A. Your individual psychologist will generally ask you a variety of questions regarding the presenting issues of concern, your history, and any other information they deem relevant. You may discuss a treatment plan or what to expect in upcoming appointments. If you have any questions for your psychologist, this appointment is a good time to ask them.



Assessments:

Q. What's involved in a diagnostic assessment?

A. Our comprehensive neurodevelopmental assessments are generally completed over 4 sessions. This includes a 1.5hr intake which is usually held online, followed by two, 2hr face-to-face assessments, followed by a 1hr online feedback session. The entire process takes around 8-10 weeks. Please refer your psychologist's fee structure for a detailed breakdown of the costs.

Q. What are you testing for in the assessment?

A. Our full neurodevelopmental assessments are assessing for any disorder that affects the way you process information. This includes ASD (Autism Spectrum Disorder), ADHD, and the six specific learning disorders, such as Dyslexia.

Q. Do I have to be tested for all neurodevelopmental disorders, or can I just be tested for the ones I have concerns about?

A. You do not need to be assessed for all neurodevelopmental disorders, however, we recommend completing the full assessment as neurodiversity rarely comes alone. Completing the comprehensive assessment means you will gain a full understanding of your brain without having to complete, and pay, for the entire diagnostic process again.

Q. How do you test for the neurodevelopmental disorders?

A. Most of the assessment activities are conducted on an iPad, with a small paper component. The first assessment session usually focuses on the various aspects of your cognitive ability, which includes verbal comprehension, perceptual reasoning, working memory, and processing speed. The second assessment session generally focuses on your academic skills through reading, mathematics, written expression, and oral language. Your psychologist may also request you to complete some online questionnaires at home.

Q. When do I receive my diagnosis?

A. Your feedback session is held approximately 4 weeks after your last assessment session. During this appointment, your psychologist will walk through their findings with you, and you are provided a copy of the diagnostic report.

Q. Can I use my diagnostic report to request access to NDIS?

A. The short answer is no. The diagnostic report will provide you with a formal diagnosis, which is the first step, however not all diagnoses are eligible for NDIS funding. If you are eligible to request access based on your diagnosis, you will need a NDIS report as well, which is essentially your NDIS application. Please contact our administration team, or your individual psychologist for more information.



Preparing for your Child's Assessment:

Q. Should my child attend the initial appointment?

A. We request that children are not present during the intake appointment. This is to allow the caregiver and psychologist to talk openly about the child's difficulties or challenges without the child overhearing.

Q. What should I tell my child?

A. Before the first assessment session, we recommend having a conversation with your child about the purpose of the appointment. Let them know they'll be meeting with someone to do some fun activities to better understand their brain. You may wish to explain the activities will be on an iPad with some using a pencil and paper. It may also be useful to show your child a picture of the psychologist they will be seeing, which you can find on our website. Try to focus on the positive aspects of the activities they will be doing, and refrain from labelling it a "test" or "assessment", as this may be anxiety inducing for some.

Q. Can I stay with my child during their assessment?

A. Caregiver/s are generally not present for the assessment sessions. You will have a chance to speak with the psychologist at the beginning of the session and will be encouraged to leave the clinic room when the child feels comfortable. We kindly ask that only one primary caregiver accompanies the child to their assessment appointments, and if possible, with no other siblings or relatives. This is to reduce any distractions for the child.

Q. What should I bring to the assessment sessions?

A. The assessments can be quite exhausting, so we recommend dressing in comfortable clothing, and bringing some snacks and water. You may bring along any documentation you think may be relevant such as school reports, or other reports, however these will be requested if required.

Q. Should I medicate my child for their assessment?

A. Usually yes, however, this depends. We recommend discussing this with your psychologist during the intake session.

Q. Should I share the diagnostic outcome with my child?

A. Again, this depends. Please discuss this with your individual psychologist during the feedback session, who can guide you on the suggested terminology and content.