



PROVISIONAL PSYCHOLOGIST HUB

4+2 and 5+1 Internships



SUPERVISEE HANDBOOK
AND SERVICE AGREEMENT



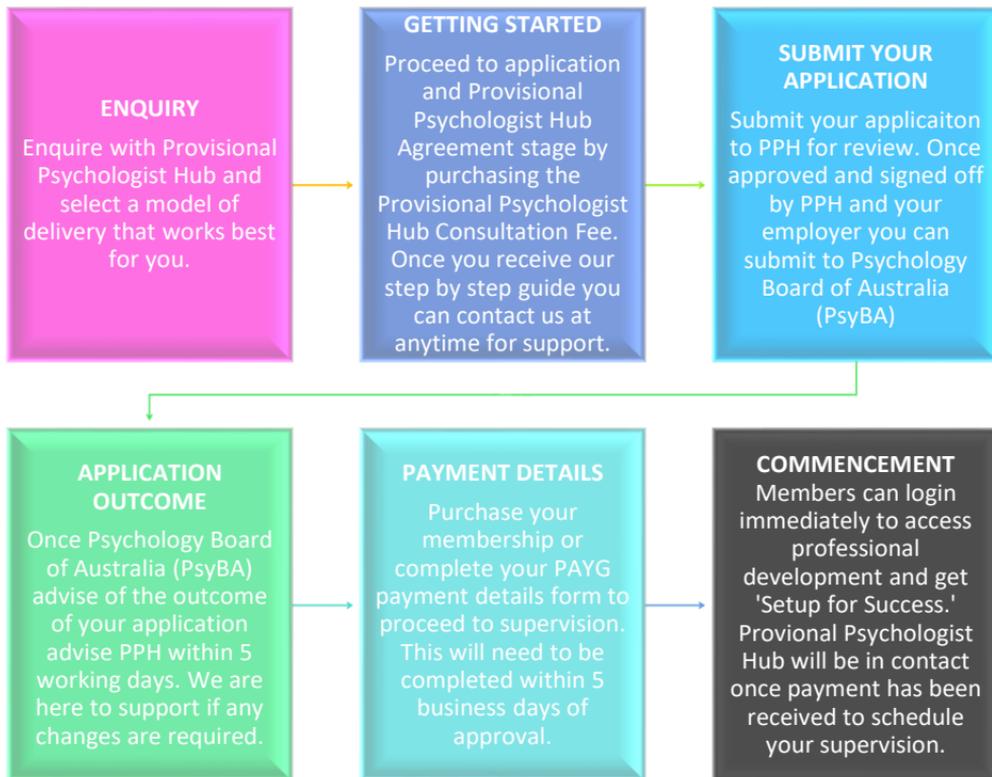
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Welcome to Provisional Psychologist Hub!

Welcome to Provisional Psychologist Hub and the beginning of your journey to full registration as a psychologist. This is an exciting time of your career and it can be equally daunting. We are here to support you all the way. We assist 'soon to be' provisional psychologists to submit their application for provisional registration through to when they are ready to submit their application for General Registration!



About Us

At Provisional Psychologist Hub (Provisional Psychologist Hub) we are here to provide you guidance and support throughout your internship with the Psychology Board of Australia as part of the Australian Health Practitioner Regulation Agency (Ahpra). Your internship is an alternative and practical approach to achieving your full registration while working with clients.

Once your application with the Psychology Board of Australia is approved we can provide primary, secondary and group supervision, professional development, and access to a psychometric assessment library to ensure you are easily able to meet the requirements of your internship depending on the services you have selected. We are different because everything we do is delivered remotely online to ensure that everything you need for your internship is accessible when you need it. By joining Provisional Psychologist Hub you are no longer alone in your internship you are supported by a hub of services.



Application Consultation

Provisional Psychologist Hub will work with you and provide you guidance to break down the complexities of your application for internship. We, like you want to ensure you put your best foot forward to get a successful outcome. The advice we provide is based on the information provided directly by **Psychology Board of Australia (PsyBA)** and the experience we have reviewing the large volume of applications and outcomes for our Potential Supervisees.

As part of your Application Consultation, you will receive a step-by-step resource and ongoing phone support throughout each step. We will review your application before submission and your **PROVISIONAL PSYCHOLOGIST HUB** assigned Supervisors if

applicable will provide the relevant authorisation once approved by Provisional Psychologist Hub.

We want to take the time to remind you that Application Consultation with Provisional Psychologist Hub does not guarantee a successful outcome, your application continues to be your own response to the requirements of your internship and the role you are undertaking. We do encourage you to reach out for support if you receive requests for changes when you are contacted by Psychology Board of Australia (PsyBA).

Application Outcome Notification

Once you have submitted your application to the Psychology Board of Australia (PsyBA) it is generally assessed within four to eight weeks depending on the time of year that you submit your application. While Provisional Psychologist Hub support the application process through to submission, we often do not have access to see the outcome. Any application that has either a Primary Supervisor or Secondary Supervisor from Provisional Psychologist Hub signing off on the submission will require notification to be sent to Provisional Psychologist Hub within 5 working days of advice being received. You can notify Provisional Psychologist Hub by forwarding the notification of approval from Psychology Board of Australia (PsyBA) to learn@provisionalpsych.com.au so that we can advise your assigned Board Approved Supervisors. Once we receive your Membership Payment or *'Pay as you Go' Payment Form* completed we will be in contact the next business day to arrange



your Supervision Schedule. Membership Payment or *'Pay as you Go' Payment Form* must be finalised within 5 business days of your approval to ensure that we are able to schedule supervision in line with the requirements of your internship and the program guidelines provided by Psychology Board of Australia (PsyBA). If Provisional Psychologist Hub are not able to reach you 3 months post submission of your application, we reserve the right to notify Psychology Board of Australia (PsyBA) that we will be withdrawing our supervision services from your internship.

What is Supervision?

Supervision is an interactive process between the provisional psychologist and the supervisor. It provides the provisional psychologists with a professionally stimulating and supportive opportunity for growth (AHPRA). The purpose of supervision is to guide and provide feedback on the provisional psychologist's practice, and to assess personal, professional and educational development in the context of their experience of providing safe, appropriate and quality care to clients (AHPRA).

Effective supervision involves the supervisor assuming a mentoring and tutoring role in overseeing the professional development and ethical behaviour of provisional psychologists. The aims of supervision include: a) assisting provisional psychologists in the acquisition and application of knowledge and skills gained from the study of psychology to work as practising provisional psychologists b) protecting clients and provisional psychologists during the stage of learning professional skills and

roles c) promoting ethical and professional standards of conduct and service d) supporting the professional development of provisional psychologists in ways that will increase their effectiveness as future psychologists.

The purpose of this Service Agreement is to outline the obligations of the supervisee when entering into a supervision contract with a Provisional Psychologist Hub Board Approved Supervisor. At Provisional Psychologist Hub we believe it is important to be transparent about expectations from the outset of the supervision relationship. Your supervisor will discuss your expectations of supervision during your initial supervision session.

Supervision at all times is conducted in accordance with the Psychology Board of Australia (PsyBA) supervisor guidelines, Australian Psychological Society (APS) Code of Ethics and Ethical Guidelines on supervision.

Supervision appointments can consist of time spent directly with the supervisor or time indirectly spent where the supervisor reviews work on your behalf

- face to face (videoconference) supervision meetings
- submitting case reports for review and feedback (allocated 1.5 hours per review)
- direct observations (video recordings of provisional psychologists practice)
- review of psychometric assessment reports
- review of other competency work (such as ethical dilemma write ups)

- review of logbooks
- written communication, such as, report and case note reviewing
- Individual or group supervision

These options can be discussed with your supervisor throughout the supervision relationship.

Confidentiality

It is important that supervisee's feel comfortable to discuss competence, practice issues and areas of improvement. At all times content discussed within supervision is confidential. This includes content discussed in individual and group supervision, by all participants within the supervision session.

It is also important to note that conversations in relation to clients also hold the same confidentiality. As per the APS Ethical Guidelines;

A.5.2. Psychologists disclose confidential information obtained in the course of their provision of psychological services only under any one or more of the following circumstances: ...(d) when consulting colleagues, or in the course of supervision or professional training, provided the psychologist: (i) conceals the identity of clients and associated parties involved; or (ii) obtains the client's consent, and gives prior notice to the recipients of the information that they are required to preserve the client's privacy, and obtains an undertaking from the recipients of the information that they will preserve the client's privacy.

Provisional Psychologist Hub expect that any communication involving transfer of client information be undertaken as per the APS record keeping guidelines. This includes supervisees; deleting electronic records (such as reports, emails, case notes) and shredding hard copy records.

At Provisional Psychologist Hub we work as a team (made up of your principal and/or secondary supervisors and support staff) to support your program.

Board Approved Supervisor Obligations

Board Approved Supervisors are bound by the guidelines for the 4+2 and 5+1 internship guidelines set out by the Psychology Board of Australia. Key obligations are outlined below.

By entering into a supervision arrangement with a provisional psychologist, the principal and secondary supervisors are effectively also entering into a contract with the Board. Consequently, each supervisor has obligations to the Board in the context of their supervision of the provisional psychologist, the neglect of which may lead to revocation of supervisor status.

Supervision responsibilities include:

- a) ensuring that supervision is provided in accordance with the National Law, Code of Ethics, registration standards and guidelines
- b) immediately informing the Board of any concerns regarding the provisional psychologist's competence to practice, breaches of



ethical standards; inability to practice due to reasons of ill health; or failure to comply with the requirements of the National Law, Code of Ethics registration standards or guidelines

c) discussing the limitations of any proposed work role and ensuring these will allow the provisional psychologist to achieve the core capabilities as set out in the Guidelines

d) ensuring the provisional psychologist's place of work is conducive to ethical practice, taking into account issues of privacy and confidentiality

e) directly observing the provisional psychologist undertaking diagnostic assessments on at least two occasions every six months and interventions on at least two occasions every six months, ensuring that all ethical and legal issues are taken into account when making such arrangements

f) co-signing reports and key correspondence (where appropriate) written by the provisional psychologist, taking into account any legal or ethical issues, or arranging for this to be undertaken by an approved secondary supervisor at the provisional psychologist's workplace

g) preparing a progress report every six months, including a clear evaluation of the provisional psychologist's work performance, progress, and plans for his or her future development

h) supervising within the limits of his or her experience and training and, where necessary, informing the provisional psychologist of these and assisting in finding an additional supervisor

- i) providing a final supervision report and any other information as required by the Board at the conclusion of the supervisory period
 - j) ensuring that, prior to submission, supervision plans, supervision progress reports and case studies meet the standards and requirements of the latest version of the guidelines
 - k) regularly participating in professional development and any professional development that may be required by the Board.
- The supervisor is also subject to mandatory reporting requirements under sections 140 and 141 of the National Law (see the Board's Guidelines for mandatory notifications).

Supervision Appointment Schedules

It is the responsibility of the supervisee (yourself as the provisional psychologist) to ensure you are receiving the correct ratio of supervision per hours of professional practice. This is 1 hour of supervision for every 17 hours of psychological practice (which is both a combination of client contact and client related hours). The Psychology Board of Australia can enforce penalties for failure to obtain the correct ratio of supervision (such as, discounting time in the program and requiring the supervisee to undertake an additional 6 months of supervised practice).

Supervisee's are expected to keep their practice logs up to date for reviewing and signing by the supervisor. It is unethical to incorrectly log your hours (i.e. log less hours) to impact your ratio and your supervisor is unable to sign inaccurate logbooks.

We ask that you attend supervision on time and are prepared with topics for discussion. Please note, if you arrive late to your supervision session you will be entitled to the remainder of the allocated appointment time (e.g. if arriving 10 minutes late to a 1 hour supervision session your supervision will be 50 minutes in duration but payment will be for the 1 hour session. Note only 50 minutes can be recorded as supervision). This is to ensure appointments run to schedule and following clients or supervisees are not affected.

You will receive a reminder text message notification 48 hours prior to your scheduled supervision session. Please note this text is Brisbane AEST. Please adjust for your location.

Paperwork and important dates

Organisation is the Key to your Success!

Supervisees are expected to keep their practice logs (i.e. your supervision, professional development and practice log books) up to date for reviewing and signing by the supervisor. Templates and an example can be found on the Psychology Board of Australia's website.

We also ask that you diarise your dates for progress reports, which are due to the board every 6 months (you have to submit them no later than 28 days from the due date). The date that your first progress report is due will be provided on your AHPRA approval email. Ensuring you have up to date logbooks and are accurately

recording your hours of practice is essential for progress report accuracy.

Each year you will also receive renewal paperwork via post – to renew your registration – AHPRA will not remind you to renew and if you do not receive this paperwork (even if lost in the post) and your registration lapses you will be required to reapply for provisional registration and will not be allowed to practice under the title of ‘provisional psychologist’ until you are approved. Setting an annual reminder to renew your registration (which your principal supervisor will need to sign) is a good process.

Record Keeping

As a part of providing supervision services, your supervisor will need to gather and document/case note information discussed as a record of supervision. This information is a necessary part of supervision and will be stored in a safe and secure online case noting system. Given we also practice as a team of supervisors (where your principal and secondary supervisors work as independent contractors) it enables us to ensure that we can share information to support you in your program (e.g. when your principal supervisor is on leave and you see your secondary supervisor they will be able to case note what was discussed so your principal is aware). All case notes are kept securely and inline with the Australian Psychological Society Ethical guidelines on record keeping.

Insurance

As a provisional psychologist you are required to have professional indemnity insurance as per the Guideline on professional indemnity insurance for psychologists. All persons registered under the Health Practitioner Regulation National Law (the National Law) as in force in each state and territory, and who practice psychology, must have appropriate professional indemnity insurance (PII) arrangements in place, according to the Psychology Board of Australia's (the Board) Professional indemnity insurance arrangements registration standard (the PII standard). This includes psychologists providing direct psychological care, supervisors, managers of clinics, and psychologists who work in management, administration, research, advisory or regulatory or policy development roles. It also includes provisional psychologists who practice under supervision.

For details refer to the Guidelines and information available on the Psychology Board of Australia's website to ensure that either your workplace or your personal insurance policy meets the requirements. Upon signing your application for provisional registration you acknowledged that you will hold the required and relevant insurance.

Silver, Gold & Platinum Membership

There are three levels of membership reflecting the amount of supervision per week/annum that is provided. You should select a



level of membership based on your supervision requirements as all other membership inclusions are the same for each level of membership (i.e. professional development and access to a psychometric assessment library).

Supervision

Silver Membership: Entitled to 45 hours per annum of supervision – up to a maximum of 40 hours per annum of individual and 5 hours per group to be included. Note you may have additional group supervision, however this is subtracted from the overall individual allocation. Silver membership provides approximately 1 hour of supervision per week.

Gold Membership: Entitled to 67.5 hours per annum of supervision – up to a maximum of 60 hours per annum of individual and 7.5 hours per group to be included. Note you may have additional group supervision, however this is subtracted from the overall individual allocation. Gold membership provides approximately 1.5 hours of supervision per week.

Platinum Membership: Entitled to 90 hours per annum of supervision – up to a maximum of 80 hours per annum of individual and 10 hours per group to be included. Note you may have additional group supervision, however this is subtracted from the overall individual allocation. Platinum membership provides approximately 2 hours of supervision per week.



Hours of supervision for all levels of membership are adjusted for weeks when there are public holidays, you have annual leave (i.e. you will need less supervision on these weeks). For example if you work full time and are on platinum membership (approximately 2 hours per week) and attend a professional development seminar for 3 days and only work for 2 days you will only need 1 hour of supervision for that week. It is important that you adjust your supervision in these weeks otherwise you risk not having enough supervision later in the year. If you 'go over' your allocation, you will be required to pay for additional supervision hours at the rate of \$170 per hour. We will assist you to monitor this, but you are responsible for monitoring your supervision and ratio's and adjusting weekly as we are not privy to this information.

Professional Development

As part of your membership you will be provided access to an online library which will house your professional development. Each fortnight you will receive an automated email from us to advise that new content is available for you to view. You will then be able to log in (details provided at time of finalising your membership) and view the professional development modules. You can watch (and re-watch) the content at times that are convenient to you and as long as you maintain your membership you will have access to it. Many of the professional development modules will have downloadable handouts for you to keep.

We often get asked if we can provide the professional development modules in a different order or more quickly – whilst

we love the enthusiasm of our members – we are unable to do so. Professional development modules are provided in a set order and over the course of the year you will be provided with the minimum professional development AHPRA requirements.

Psychometric Assessment Library

Having access to an assessment library is one of the inclusions of the membership – and it certainly takes the stress out of the program. There are a few things that you need to be aware of;

- We require you to have maintained your membership for a minimum of 4 months prior to utilising any of the assessments
- learning to administer an assessment is a significant task and it is difficult to find your feet in the program and be ready to complete an assessment all within the first 4 months
- 1 psychometric assessment can be used at a time – we need to ensure that you are competent to administer each individual assessment prior to its administration – trying to complete more than one at a time is not advisable
- You will be allocated the use of the assessment for three weeks (including postage time) and you receive two sets of forms to use
- You are responsible for the return postage fees and we strongly recommend posting express to ensure that the

item is tracked and returned on time. This will avoid any additional costs related to damage, loss or late fees.

- Products often experience demand so we recommend you are organised and book in advance
- We only include assessments that are required for competency, these include the following;
 - Wechsler Adult Intelligence Scale - Fourth Edition Australian and New Zealand (WAIS-IV)
 - Wechsler Intelligence Scale for Children, Fifth Edition: Australian and New Zealand Standardised Edition (WISC-V A&NZ)
 - Wide Range Assessment of Memory and Learning, Second Edition (WRAML2)
 - Personality Assessment Inventory (PAI)
 - NEO Personality Inventory-3 (NEO PI-3)

Stop/ Starting and Holidays

You can cancel your membership at any time should you decide that it is not the right choice for you or you are going on extended leave (see guidelines for definition and requirements related to notifying AHPRA regarding extended leave).

Our memberships however, are not designed to stop and start and if you go on annual leave they are designed to continue. We have adjusted the fee scheduled to allow for annual leave, public holidays and such throughout the year so whilst you will continue to pay your membership fees whilst on holidays you also pay less month to month as we have spread the cost across the year and



set the fee allowing you to budget (i.e. you know exactly how much your program will cost each month). If you do not want to pay when on leave, then membership is not for you and we suggest our Pay As You Go option – it doesn't include the professional development and assessment library inclusions but does allow you to just pay week to week.

Whilst you can cease your membership at anytime membership is not designed to stop and start (e.g. over periods of short annual leave). Ceasing your membership will revoke access to professional development and the assessment library. Upon re-commencing membership your professional development access is reinstated however access to the psychometric test library will only become available after 4 months of membership retention is served again.

Pay As You Go

We offer primary, secondary and group supervision payable per hour (or 'pay as you go'). Currently, our individual supervision rate is \$170 per hour. Our group supervision rate is \$80 per hour. Group supervision schedules are available on the website. Rates are subject to change.

Fees

Memberships

Fees are payable in advance and are non-refundable. Membership payment is via online subscription/direct debit of your nominated credit or debit card. Membership fees are billed on the same date each month (e.g. if

you join your membership on the 6th of the month, your membership will be debited every month on the 6th). You can cancel your membership at any time, but any unused portion is non-refundable. Non-payment of membership fees will result in suspension of supervision.

Please keep in mind that if you decide to cancel your membership and are transferring to an external principal supervisor (i.e. need a transition report completed) your current principal supervisor will need a supervision session to complete this report, if you do not have any supervision hours available under your membership you will be required to pay for a supervision session for this to be completed.

Should you default on your automatic direct debit the system will attempt to debit the funds again, and should you default a second time, an administration fee of \$40 will be payable in addition to your standard membership fees to cover our administration charges. This is not included in your membership fees and is payable in order for you to continue supervision with our service.

Pay As You Go

If you have selected to be Pay As You Go, supervision fees are payable on the day of supervision. Provisional Psychologist Hub utilise automatic credit card or debit card payment for supervision sessions. These credit card details will enable us to process payment on the day of your supervision session or cancellation

fees (less than 24 hours' notice). A receipt will be emailed for your record of payment.

Upgrading to a Membership or Changing Levels

You can upgrade from Pay as you Go to a Membership or move up and down through the membership levels to reflect changes to your role. For example if you initially commence in a part time role and only require silver membership and then pick up some additional hours – you can move up to Gold or Platinum. We only suggest moving if it is ongoing change. If you temporarily need additional hours of supervision we would suggest supplementing it by buying additional hours of supervision via pay as you go as this would be most cost effective for you. Discuss with your supervisor as your first point of contact and then contact support@provisionalpsych.com.au to assist you.

Primary Supervisor outside of Provisional Psychologist Hub

It is not uncommon to commence a role with an organisation who already has a Primary Supervisor included as part of your internship. If this is the case, you will need to provide the details of your Primary Supervisor to Provisional Psychologist Hub before commencing your supervision. If your Primary Supervisor changes throughout the course of your internship you will need to notify support@provisionalpsych.com.au within 5 working days of this change occurring.

By agreeing to the terms of the Provisional Psychologist Hub Supervisee Handbook and Service Agreement you consent to the

Provisional Psychologist Hub contacting your Primary supervisor and providing details of your progress within my 4+2 or 5+1 program, including but not limited to your areas of strength, areas for further development, hours of supervision and professional development obtained, concerns relating to ethics or professional conduct.

Cancellation Policy

Provisional Psychologist Hub requires 24 hours notice for cancellation of any booked appointment. If you are unable to attend a booked supervision session, Provisional Psychologist Hub will make every effort to provide you with the opportunity to reschedule however, please remember that your supervisor is also managing a full client and supervisee load and rescheduling up to 2 hours of supervision is often not easy – we understand that from time to time that you need to reschedule but this should be the exception not the rule as your internship requires you to have regular and consistent supervision.

It is your responsibility to ensure that you have booked the appropriate amount of supervision based on the number of hours you have undertaken psychological practice. Provisional Psychologist Hub will not be responsible for you receiving an inadequate ratio of supervision.

If you are unable to attend your appointment, please contact us on 1300 604 685 or support@provisionalpsych.com.au to reschedule.

We encourage you to discuss with your supervisor arrangements for times when supervision is unable to be attended and what indirect work could be completed by your supervisor in lieu of direct attendance. Examples of this include observations, review of case reports, review of assessment reports, review of logbooks, review of written communication. This ensures that you still maintain the correct ratio of supervision hours and allows your supervisor evaluate and provide you with feedback on various areas of your practice.

Cancellation Fees

Cancellation fees for *individual supervision* are applicable and chargeable at the discretion of your supervisor should you cancel your supervision with less than 24 hours notice. If it is the first time that you have late cancelled you will be provided with a reminder of our policy – all future late cancellations a cancellation fee may be applicable. The fee for late cancellation is \$75 per hour (e.g. if you have a 2 hour supervision session booked the cancellation fee would be \$150).

Cancellation fees for *group supervision* are applicable and chargeable at the discretion of Provisional Psychologist Hub should you cancel within 24 hours of the session. If it is the first time that you have late cancelled you will be provided with a

reminder and all future late cancellations a cancellation fee may be applicable. The fee for a late group supervision cancellation is \$40.

Session fees and cancellation fees that are not paid will result in your supervision being suspended and possible suspension of your program and notification to Psychology Board of Australia.

Cancellation of supervision or membership

Provisional Psychologist Hub reserves the right to cancel your supervision arrangement. Provisional Psychologist Hub takes its responsibilities to the Psychology Board of Australia seriously and acts to ensure that supervision is provided in accordance with the National Law, Code of Ethics, Ethical Guidelines, registration standards and Psychology Board of Australia 4+2 and 5+1 guidelines. If we have serious concerns about your ability to uphold this agreement, you have engaged in a serious breach of the code of ethics, national law, registration standards or guidelines and we feel we are no longer able to provide our professional services we will seek to end this professional arrangement and notify the Psychology Board of Australia of our change in supervisory relationship.

Feedback

We welcome positive feedback along with feedback that enables us to continuously improve our service. Please don't hesitate to contact us at support@provisionalpsych.com.au. We value your feedback and the time you take to provide it to us.