

# WELCOME PACK FOR NEW VIRTUAL ADMINISTRATION CLIENTS



# WELCOME

Thank you for the opportunity to be a part of your practice!

I started The Psych Assistant as a psychology student to gain some insight into the day to day of a psychologist and to support the mental health sector during the pandemic.

Since June 2020, The Psych Assistant has grown into one of Australia's largest admin support companies!

What makes us different from other VA services is our people. Our VA's are invested in learning about psychology and mental health and want to make a difference.

They are organised, take initiative and are highly trained. Not only with regards to systems like Halaxy, but administrative processes, how to liaise with mental health patients and minority groups. We also have procedures and policies in place to give you the best admin support.

This brief guide outlines our terms of engagement and what you can expect from us.

We look forward to working with you.

Kindest regards,

Serena Parisi  
Director & Founder  
The Psych Assistant



# ONBOARDING PROCESS

You will have completed the new client onboarding questionnaire.

If not, please complete it as soon as possible:

[VA ONBOARDING QUESTIONNAIRE](#)

Our team is reading through this and allocating the most appropriate VA to your practice. We allocate VA's based on:

- availability and capacity;
- interest in your specific area;
- personality and fit for your patient group.

Once we have allocated a VA to your practice, we will be in touch to organise the initial onboarding meeting via Google Meet.

The onboarding meeting usually occurs the week before the commencement date.

## Initial Onboarding Meeting

- 30 minutes via Google Meet
- Review your VA Questionnaire & Handbook
- Access to emails, systems, phones etc.
- Access to Monday.com
- Confirmation of High priority tasks
- Confirmation of start date (usually the following Monday)



# CONFIDENTIALITY

All of our staff are trained in dealing with highly sensitive information such as your patient records.

Our team have undergone National Police Checks and read and understood the APS Ethical Guidelines.

If a conflict of interest occurs - e.g. your VA knows one of your patients, then we will let you know immediately.

# VERBAL AGGRESSION POLICY

We do not tolerate rude or aggressive clients or patients. We will always try to deescalate any situation where the client is unhappy, however offensive language, insults and violent language will not be tolerated and our team has been instructed to disconnect the call.

Any such issue will be documented in writing and sent to you by email. If this happens more than once with a certain patient, or our team members feel at risk, we will need to stop verbal communication and continue any admin correspondence via email only.



# FEEDBACK

Your feedback is really important to us. We obtain feedback in various ways.

## **WEEKLY CATCH-UP**

We encourage weekly or fortnightly catch-ups with your VA, either by phone or video. This is one of your VA's internal KPI's - to touch base with you on a regular basis.

It can be easy to 'set and forget', however we want to be an integral part of your team, and that means touching base with you. Just like you would if we were in person in your rooms!

## **MONTHLY FEEDBACK**

Each month our office manager will send an email requesting you to rate your VA Support for the last 30 days. This helps us gauge if your VA is the right fit for your practice and allows us the opportunity to rectify any issues.

If you have anything you would like to discuss directly with management, please email [va@thepsychassistant.com](mailto:va@thepsychassistant.com)

## **TESTIMONIALS**

We love to give internal kudos and show off our VA's good work in our office! If you would like to share your praises, please email [va@thepsychassistant.com](mailto:va@thepsychassistant.com)



# ANNUAL & SICK LEAVE

If your VA is sick, we have a sick-day protocol. One of our other VA's will fill in for the day or the duration that your VA is sick. It is expected that your VA contact you in the morning (or as soon as possible) to advise that they will not be working and who will be covering for them.

We also allow our VA's to take holidays! When they are away for an extended period of time, we will organise for another VA to cover during this period. Where possible, in the time leading up to the leave, your VA will do a handover so that your back-up VA is ready to go on the first day.

We are a Melbourne based company and our team do not work on Melbourne and National Public Holidays.

Our office closes over the Christmas period for 2 weeks. We can organise reduced hours coverage if required.

# OFFBOARDING

If you want to take a break from VA services, you can suspend your contract for up to 2 weeks. Unfortunately we cannot commit to a suspension of more than 2 weeks, as we will need to fill your spot from our waitlist.

If you wish to stop services (either temporarily or permanently), please provide 30 days written notice to [va@thepsychassistant.com.au](mailto:va@thepsychassistant.com.au)

We will then seek to wrap up outstanding tasks and complete a handover in the last week of servicing.



# CONTACTS

Accounts	accounts@thepsychassistant.com
Office Manager	isabelle@thepsychassistant.com
Director	serena@thepsychassistant.com

# OUR TEAM

Our Team of VA's

**Issy.**  
Virtual Assistant & Team Manager  
I'm a psychology student with aspirations to work in health psychology.  
With a background in Event Management, I am a highly organised individual with strong

**Rhea.**  
Virtual Assistant  
I'm currently a psychology honours student at Deakin University, with a passion for all things mental health, hoping to pursue a career as a clinical psychologist someday.

**Melanie.**  
Virtual Assistant  
I am currently studying a Bachelor of Psychological Sciences at Swinburne University, with a view to becoming a qualified psychologist.

Click here to read our team Bio's online!

**LOOKING FORWARD TO WORKING WITH YOU!**