mindhealth

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Informed Consent: Adults

Thank you for choosing Mind Health Associates. This form explains how we work, what you can expect, and what you are agreeing to. Please read it before your first appointment and ask us about anything that is not clear. **You are welcome to take it away and think about it.**

HOW WE WORK

Your psychologist and your sessions. Your psychologist is registered with the Psychology Board of Australia and works under the Board's **Code of conduct for psychologists**. Their registration can be checked at ahpra.gov.au.

A standard session is **50 minutes**. Longer sessions of 90 or 120 minutes are available on request where your psychologist has the time. These are often useful for a first appointment, for complex situations, and for trauma work.

Psychology is a collaboration. Your psychologist will discuss with you what they think is going on, what approaches might help, and what the alternatives are. You can ask questions, disagree, ask for a different approach, or stop at any time.

Therapy can be uncomfortable before it helps. It may involve discussing difficult experiences, and some people feel worse for a time as they work through them. Your psychologist will pace this with you. Tell them if it is too much.

WHAT STAYS PRIVATE, AND THE FEW TIMES IT CANNOT

What you tell your psychologist is confidential. **There are four situations** where the law or our professional obligations require us to share information even if you have not agreed:

- Where there is a **serious and imminent risk** to your life, health or safety, or to someone else's.
- Where we are required to **report a child at risk of significant harm**, or to notify a regulator about the conduct of a health practitioner.
- Where a **court subpoenas your file**, or a law requires us to produce it.
- Where **you have asked us to share it**: with your GP, an insurer, or someone else you nominate.

Where possible we will discuss any disclosure with you first, and share only what is necessary.

The systems we use, and who is behind them. Your clinical record is held in **Zanda Health**, stored in Australia. Our practice documents and email run on **Microsoft 365**, also in Australian data centres. Some of the people who support these systems are overseas: Zanda tells us staff in the United Kingdom and the United States may access Australian records when providing after-hours support. Under the Australian Privacy Principles this counts as disclosing your information overseas, and we tell you because you are entitled to know.

Our reception is provided by **Time Well Spent**, based in Melbourne. Their staff take calls and enter your name, contact details and appointment into Zanda. They do not take a clinical history and they do not see your session notes.

If your psychologist tracks your progress with you between sessions, we may use **FIT-Outcomes**, a service based in Ireland. Only three things are sent to it: your internal reference code, your first name and your year of birth. No session content and no clinical detail. Ireland is outside Australia, so this is also an overseas disclosure. It is optional, and you can ask us not to use it.

A copy of your record, and correcting it. Ask the Practice Manager in writing at info@mindhealth.com.au or call 1300 084 200. Full detail is in our privacy policy at mindhealth.com.au/privacy-policy.

RECORDING

Nothing in this form consents to any recording. Each of the following is a separate decision, on its own form:

- **An AI note-taking tool** that listens and drafts the clinical note. Your psychologist will ask before switching anything on, every time, and you can say no or change your mind mid-session.
- **Recording or observation for supervision.**
- **You recording your own session.** Ask your psychologist first. Many people find a recording useful for remembering what was discussed and we are usually happy to agree. We ask so it can be noted, and so anyone else present knows.

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FEES, AND HOW SESSIONS ARE FUNDED

Our fees and cancellation terms are in our **Fee Schedule**, which we give you before your first appointment and publish at **mindhealth.com.au/fees**. It covers the notice we need if you cannot attend, the deposit required to hold an appointment, what happens if an appointment is missed, and the longer notice that applies to assessments, NDIS appointments and group programs.

Fees are reviewed once a year and take effect on **1 July**. We give you at least **30 days' notice** of a change.

How sessions are funded

- **Medicare (Better Access):** needs a referral and Mental Health Treatment Plan from your GP, psychiatrist or paediatrician. A rebate applies to a limited number of sessions each calendar year, with a GP review partway through. A gap payment applies.
- **Private health insurance:** extras cover including psychology. You cannot claim Medicare and private health for the same session.
- **NDIS:** a plan with psychology funding. Longer cancellation notice applies.
- **Workers compensation or CTP:** insurer pre-approval before your first session.
- **DVA:** White or Gold card and a referral. Bulk billed.
- **Employee assistance (EAP):** an agreement with your employer. Your employer is told you attended, not what was discussed.
- **Private:** payment at the time of the session.

YOUR RIGHTS, AND WHAT WE ASK OF YOU

Your rights

- To be treated with respect, and to have your background, culture, identity, faith and relationships taken seriously.
- To ask questions about anything: your psychologist's training, the approach they are using, why they have suggested something.
- To a second opinion, or to see a different psychologist here or elsewhere. Ask us and we will help.
- To decline any part of treatment, and to stop altogether, without giving a reason and without it affecting how you are treated.
- To an interpreter. Call **TIS National on 131 450** and ask them to phone us, or tell us and we will arrange it.
- To bring a support person to any appointment.

What we ask of you

- Let us know as early as you can if you cannot attend. The notice period is in the Fee Schedule.
- Tell us if something is not working. A treatment approach that is not helping is worth changing, and we would rather hear it from you than have you stop coming.
- Keep us up to date on your contact details, your GP, your medication and your funding.

IF YOU NEED HELP URGENTLY

We are not a crisis service. Our phones and email are not monitored outside business hours. If you or someone else is in immediate danger, call **000**.

- **Emergency services** 000
- **Lifeline** 13 11 14, 24 hours
- **Suicide Call Back Service** 1300 659 467, 24 hours
- **NSW Mental Health Line** 1800 011 511, 24 hours
- **Beyond Blue** 1300 22 4636, 24 hours
- **Kids Helpline** 1800 55 1800, 24 hours, ages 5 to 25
- **13YARN** 13 92 76, 24 hours, Aboriginal and Torres Strait Islander
- **1800RESPECT** 1800 737 732, family and sexual violence

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WHEN TREATMENT ENDS, AND COMPLAINTS

You can stop at any time, and you do not need to give a reason. When treatment finishes, your psychologist will normally write a short closing letter to your GP or the person who referred you. That is part of the referral arrangement, and you can ask us not to.

Your file is closed but kept. If you want to come back later, get in touch. Depending on how long it has been you may need a new referral for a Medicare rebate, and you may not get the same psychologist if their books are full.

If something goes wrong, tell us. We would rather hear about a problem than not. Please speak with your psychologist directly, or contact our Practice Manager on **1300 084 200** or at **info@mindhealth.com.au**.

Raising a concern will not affect your care. Your appointments, your psychologist and your fees stay as they are.

You can also go to any of these at any time. You do not need to raise it with us first, and you do not need our agreement.

- **Health Care Complaints Commission (NSW)**: 1800 043 159 (toll free in NSW) or (02) 9219 7444 · hccc.nsw.gov.au
- **Psychology Council of New South Wales**: 1300 197 177 · hpca.nsw.gov.au
- **NDIS Quality and Safeguards Commission** (NDIS-funded clients only): 1800 035 544 · ndiscommission.gov.au
- **Office of the Australian Information Commissioner**, for privacy and records: 1300 363 992 · oaic.gov.au
- **Information and Privacy Commission NSW**, for NSW health privacy: 1800 472 679 · ipc.nsw.gov.au

If you would prefer to speak in a language other than English, call the **Translating and Interpreting Service on 131 450** and ask them to connect you. Our full process is in our Complaints Management Policy, available on request.

WHAT YOU ARE AGREEING TO

Tick each one you agree to. You can decline any of them, and you can change your mind later.

- ☐ I agree to receive psychological services from Mind Health Associates
- ☐ I have read and understood the limits to confidentiality above
- ☐ I have been given the Fee Schedule and understand the cancellation terms
- ☐ I agree to be contacted by email
- ☐ I agree to be contacted by SMS for appointment reminders
- ☐ I agree to telehealth sessions where offered
- ☐ I agree to my psychologist writing to my GP or referrer
- ☐ I have been given a copy of this form

CLIENT NAME

DATE OF BIRTH

Client

PRINTED NAME | SIGNATURE | DATE

Parent, guardian or substitute decision-maker (if applicable)

PRINTED NAME | SIGNATURE | DATE

Psychologist or witness

PRINTED NAME | SIGNATURE | DATE

The rules we work to. The Code of conduct for psychologists issued by the Psychology Board of Australia, the Australian Privacy Principles under the Privacy Act 1988 (Cth), and the Health Privacy Principles under the Health Records and Information Privacy Act 2002 (NSW). Privacy policy: mindhealth.com.au/privacy-policy

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