

Client Information Sheet

QI-04-MH v7



What is Infocus® Counselling Service?

Infocus Counselling is a friendly, professional well-established counselling service that has been providing services to the Perth South-East Metropolitan area for the past 14 years.

Who can attend?

We accept referrals from all age groups for clients with mild to moderate mental health conditions. If you wish to access the Medicare rebated service (Better Access Program), you will need a referral and a mental health care plan from a GP, psychiatrist or paediatrician. Clients can also be assisted through their NDIS plan and workers' compensation insurance. For all private health fund and full fee clients, a mental health care plan is not required.

How much does it cost?

Costs are discussed when booking your first appointment. Each clinician's fees are also available on our website service page : <https://archehealth.com.au/our-services/infocus-counselling-services/> under "Meet Our Team".

Where and when does the appointment take place?

Services are provided at Bentley, Belmont and Armadale offices. All the offices operate Monday to Friday 8:30am to 4:30pm. We may be able to offer after-hour appointments at an increased cost. All offices have disability (wheelchair) access.

Who will I be talking to?

Infocus Counselling services are delivered by a team of Registered Psychologists, Clinical Psychologists, and Clinical Psychologist Registrars who understand and can help with a range of issues such as:

- Depression
- Anxiety
- Relationships Issues
- Post-Traumatic Stress Disorder (PTSD)
- Trauma
- Sleep Issues
- Stress
- Adjustment Disorder
- Grief and Loss
- Workers Compensation
- Chronic Pain
- Substance Abuse
- Borderline Personality Disorder

Infocus utilises psychologists of different genders, ages, cultural backgrounds and different speciality areas. When allocating a psychologist, we always aim to match you with a psychologist most suitable to meet your needs. If for any reason you are not satisfied with your engagement, please call the admin team on 9458 0505 and we will allocate you to a different psychologist.

What happens in an appointment?

Your psychologist will provide you with information, practical skills and support to help you. Some of the therapeutic approaches used in the sessions include; psycho-education, cognitive behavioural therapy (CBT), interpersonal therapy and skills training.

If you are a full-fee paying client who has self-referred, you are able to access as many sessions as you require. However, as you have not been referred by a GP under a MHCP no reports will be sent to your GP unless authorised by you.

How many sessions can I have?

10 sessions per calendar year commencing with 6 sessions. At the end of the 6 sessions, if it is necessary for you to access a further four sessions your psychologist will send your GP a Progress Report requesting additional sessions. If your GP agrees, you can then access 4 sessions.

Carer nomination and advocacy support

Friends and family are often vital in recovery from mental health conditions. You have the right and will be provided the opportunity to nominate someone to be involved in your care if you so wish. You also have the right to access advocacy and support services of your choice. Your Infocus psychologist or referring GP/agency, can assist you with this.

What happens in a child's appointment?



Unit 4/1140 Albany Highway Bentley WA 6102
PO Box 268 Bentley WA 6982
t (08) 9458 0505 f (08) 9458 8733
www.archehealth.com.au
Arche Health Ltd (ABN 82 061 656 577)

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At the child's first appointment, the parents/guardians will be present. The psychologist will check the child's understanding of why he or she is there and will discuss confidentiality. If the child is comfortable, the psychologist may then choose to see the child alone. In subsequent sessions, the child may be seen alone or with a parent/guardian, where clinically appropriate. There may also be times when the psychologist works solely with the parents/guardians. For infants/young children, the Counsellor may rely more on information from the parent/guardian, who may be required to remain in the sessions.

The psychologist keeps in mind the child's need for privacy, and balances this with the parents/guardians need to know how best to assist the child. As required by law, if there are concerns about the child's safety or the safety of others, then the psychologist may need to speak to parents/guardians or discuss the child's needs with a specialist service. Each counselling session will go for 50+ minutes. Techniques such as using games, drawing and other visual approaches may be used in conjunction with playful approaches to behaviour change.

What happens if I miss an appointment?

It is mandatory that you give at least 24 hours' notice if you are unable to attend one of your scheduled sessions.

If you do not provide at least 24 hours' notice you may be charged a \$80 cancellation fee.

Any further late cancellations may require the full session fee to be paid in order to continue engagement with our service.

How is my privacy protected?

Your privacy and confidentiality will be respected at all times. Infocus Counselling is committed to providing you with the highest level of service and confidentiality, and this includes protecting your privacy. Infocus is bound by the *Privacy Act 1988* and the *Privacy Amendment (Private Sector) Act 2000*.

What happens with my information?

Information collected about you will be stored securely and will be kept confidential. Your psychologist will only share information with your referring GP or others you consent to or as required by law.

Will my information be used for anything else?

Records may also be audited for quality purposes and de-identified data used to inform practice and service utilisation.

How can I provide feedback or make a commendation/complaint?

You may be asked to complete an optional survey when you finish with Infocus. This information is de-identified. You may be mailed a copy or emailed which can be completed via www.surveymonkey.com/s/infocusfeedback.

If you would like to provide feedback or make a complaint/commendation at any other point, please visit our website <https://archehealth.com.au/our-services/infocus-counselling-services>, email infocus@archehealth.com.au or call and speak to the Infocus Manager on 9458 0505. You can also contact the Health Consumers Council on **1800 620 780** for more information.

Where can I find more information about my healthcare rights?

For more information about your rights and responsibilities, please visit our website, request information from your psychologist or speak to an Infocus team member on 9458 0505.

What if I feel at risk of suicide or self-harm?

Attend your GP immediately or attend the closest Emergency Department

Armadale Health Service
Emergency Department
3056 Albany Highway, Armadale
Phone: 08 9391 2000

Royal Perth Hospital
Emergency Department
Wellington Street Campus, Perth
Phone: 08 9224 2244

Princess Margaret Hospital
Emergency Department for children
Roberts Road, Subiaco
Phone: 08 9340 8222

Fiona Stanley Hospital
Emergency Department
11 Robin Warren Dr, Murdoch
Phone: 08 6152 2222

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OR call the Mental Health Emergency Response Line (MHERL)

Metro - 1300 555 788

Peel – 1800 676 822

Other Crisis Support and Counselling Help Lines:

Suicide Call Back Service

Free service for people who are suicidal, caring for someone who is suicidal, bereaved by suicide or are health professional

Phone: 1300 659 467 – 24/7

www.suicidecallbackservice.org.au

Kids Help Line

A counselling service specifically for young people aged between 5 and 25

Phone: 1800 55 1800

www.kidshelpline.com.au

MensLine Australia

MensLine Australia helping men to deal with problems in a practical and effective way.

Phone: 1300 789 978 (local call)

Lifeline WA

Lifeline is a confidential service staffed by people ready to listen and provide emotional and crisis support.

Phone: 13 11 14 (free call) – available 24/7

www.lifeline.org.au

Crisis Care Helpline

Call Crisis Care when you need help with a serious problem or you are concerned about someone and urgently need to talk to someone.

Phone: 1800 199 008 (free call) – available 24/7