



CLIENT RECORDS

Clinicians / Workers are required to write session notes, treatment plans, goal tables, assessments and other forms of clinical documentation. The relationship between yourself and Head Heart & Hands is considered confidential and all support records documented, both verbal and written will be kept securely.

Client records are confidential and kept securely and will only be released under the following conditions:

- For the purposes of Individual Professional Supervision.
- If it is determined by the Clinician that the client is in danger to themselves or to someone else.
- The child or family discloses abuse or the Clinician has concerns regarding suspected child abuse.

Should the Clinician assess that you or your child are at risk to self or others on reasonable grounds they are bound by Duty of Care to report a concern under West Australian Legislation.

In these circumstances appropriate action to ensure safety must be undertaken in the best interests of the Child. The Clinician has an ethical obligation to protect and promote the rights and wellbeing of children and vulnerable families and at times this may mean making a report to the Department of Communities, Police, Health service or other relevant authority. Where possible and in the interests of transparency the Clinician will discuss that a report will be made to the parents/ caregivers first.

There is a court order to disclose information or a request made through the Freedom of Information Act.

If the Clinician is court ordered and a Court issued subpoena is received, then information in your/your child's file may be released. Clinicians may be called into court to testify regarding therapeutic support provided. You will be notified if such occurs.

Adult Records (in the absence of relevant legislation) will be stored for seven years following last contact. Child Records will be sorted until the child would turn 25 years of age (in the absence of relevant legislation).

Head Heart & Hands is largely paper free. Online Software is used for documentation of all information. Accordingly Head Heart & Hands utilizes security antivirus software. Email may be used for communication including appointment dates, times and other general information. There are risks associated with online use and whilst all reasonable precautions are taken to protect information, there are unlikely circumstances in which privacy cannot be guaranteed.

CONSENT

Consent will be requested by Young People and Parents / Guardian prior to commencement.

Consent must be obtained from both and or one parent/guardians before counselling sessions commence or reasons why consent can't be given by the other party documented.

Reports will only be provided when specifically funded or when court ordered.

Signed Consent will be requested prior to any video recording or photos taken.

Signed Consent will be requested prior to speaking with any other professional / person linked to support, unless Confidentiality needs to be broken as outlined below.

COLLECTION OF PERSONAL INFORMATION

Head Heart & Hands will collect information about you for the primary purpose of providing a quality service to you. In order to thoroughly assess, diagnose and provide therapy, we need to collect some personal information from you. If you do not provide this information; we may be unable to treat you as effectively. This information will also be used for:

- The administrative purpose of running the practice;
- Billing either directly or through an insurer or compensation agency;
- Use during professional supervision;
- Disclosure of information to your doctors, other health professionals or to teachers to facilitate communication and best possible care for you; and
- In the case of insurance or compensation claims it may be necessary to disclose and/or collect information that concerns you or your child to an insurer.

As children are part of the system it is often in their best interest to work holistically and communicate with the different parts of their system. This means that from time to time it is beneficial for Clinicians / Workers to receive updates or feedback from medical professionals, allied health professionals, schools, daycare or grandparents for example. Prior to communicating with additional support team members Head Heart & Hands will ask for consent to release information from the parents/caregivers/guardian of the child.

You are welcome to change or retract consent at any time; please discuss this with your Clinician

COMPLAINTS

If you are dissatisfied with the service provided to you or your child please discuss your concerns with the Clinician who will endeavor to resolve issues of concern to your satisfaction. If necessary, the appropriate registering professional body (AASW) will become involved.

FEES

Through your GP you can access services through a Mental Health Plan.

This entitles you to 10 sessions.

The cost for this service is \$81.80 waged and \$51.20 concession, this is the gap fee after the Medicare Rebate is applied.

Full payment is required on the day. You will be issued with a receipt that you can then take to Medicare to get a refund of \$79.20.

The full cost on the day is \$160 waged / \$130 concession, for individual sessions.

NDIS \$193 per session - please note I am not a provider for NDIS.

You will need to pay the full amount and then I will issue a receipt that you place into your provider.

Final report writing is \$140 per hour .

EMDR up 1.5 hours \$180

Without a GP Mental Health Plan

Individual \$150- 50 minutes

Couples \$180- 75 minutes

Fee Reductions by negotiation.

Payments can be made by cash, bank transfer or payment with card is available on the day however attracts a fee of \$1.50.

Consultations can occur, face to face, zoom or telephone.

EMERGENCIES

This service is not a crisis service.

If your life or safety is in danger, call 000.

You can also contact (24/7) Crisis Care 9223 1111 or free call 1800 199 0087

Life line 13 11 14