

MENTAL HEALTH SERVICES

Adult Client Consent Form

New England North West Health Ltd (Trading as HealthWISE) recognise the importance of privacy and confidentiality and are under a legal obligation to protect the integrity of your personal information. In accordance with the Privacy Act 1988 (Commonwealth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, we comply with the Australian Privacy Principles and Health Privacy Principles from the Health Records & Information Privacy Act 2002 (NSW). A full copy of our privacy policy is available from our website or on request from any of our offices.

Your mental health service

HealthWISE is a not for profit organisation providing services and programs to support the community at every stage of life. HealthWISE is committed to creating healthier communities.

HealthWISE provides its services:

- Face to face
- By phone
- On video call platforms (e.g. zoom or skype)

You can arrange your preferred consultation method with your health professional.

- a) Ensure where possible you can have telehealth or phone appointments in a private space
- b) Have internet security installed such as antivirus programs
- c) Understand that third party internet providers are used by HealthWISE

Support provided at HealthWISE does not include emergency services or after hours care. HealthWISE does not conduct court reports, NDIS applications or provide diagnostic assessments.

What happens with your information at HealthWISE?

To provide a service to you we need to collect information about you that is relevant to the service provided. This may include information about your health. For your health professional to be able to provide appropriate care they will need to keep relevant documentation. The service HealthWISE provides may be impacted if you are unable to provide all of your personal information. As part of your healthcare support your health professional is required to add summary notes to your 'My Health Record' and provide reports of your progress to your referring practitioner.

Confidentiality

All personal information gathered by your health professional will remain private and stored securely and only seen by approved employees of HealthWISE for the planning and delivery of your care except where:

1. It is summoned by a court; or
2. If not sharing would place you or another person at serious and potential risk; or
3. Your prior approval has been gained to:
 - a) Provide a written report to another professional or agency. e.g. a General Practitioner (GP); or
 - b) Discuss the material with another person, e.g. a parent; or
4. Disclosure is otherwise required or authorised by law.

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Information is used for evaluating, reporting on and planning our service to you

Information collected will be provided to the Department of Health and Aged Care to be used for research and evaluation purposes designed to improve mental health services in Australia. This may be through the NSW Ministry of Health, QLD Darling Downs and West Moreton and/or NSW Hunter New England Central Coast Primary Health Networks (HNECC PHN). This would include details such as your name, date of birth, gender, and types of services used and contact details but would not include your address or Medicare number, as stated in the Privacy Act. Third party partners are sometimes engaged to gather feedback information on our services provided to you. For NSW the HNECC PHN have engaged a company called Cemplicity to review client experiences. HealthWISE provides Cemplicity with your email and/or SMS contact details. You may be asked to complete a feedback survey about the service delivered to you. Your de-identified feedback collected by Cemplicity is provided to HealthWISE and used to improve the service we provide to you.

Cancelling your appointment and failing to attend

If you need to cancel or reschedule your appointment, please give at least 24 hours' notice. Failure to attend, or cancelling your appointment at short notice may reduce the number of sessions available to you. Two missed appointments will result in the closure of your referral. Please advise of cancellations by phone on 1800 931 540 during office hours.

Access to your records

At any stage, you are entitled to access your records, unless the relevant legislation indicates otherwise. Your health professional may discuss with you appropriate ways to access your records. All requests by clients to access their records should be lodged with the Clinical Team Leader, HealthWISE, PO Box 1916, Tamworth NSW 2340. The Team Leader will respond to these requests within 14 days and an appointment will be made if necessary for clarification purposes.

Feedback and concerns

If you have a concern about the management of your personal information, please contact the Clinical Team Leader on 1800 931 540. We welcome your feedback. To give feedback on your HealthWISE experience or to make a complaint, you can talk to a staff member; complete a feedback form; or use the feedback email on our website: www.healthwise.org.au/contact/tell-us-what-you-think/. Alternatively you may contact Health Care Complaints Commission www.hccc.nsw.gov.au or Ombudsman NSW www.ombo.nsw.gov.au, Queensland Mental Health Commission www.qmhc.qld.gov.au or Ombudsman QLD www.oho.qld.gov.au.

Updated 30 September 2023

I, (full name)

have read and understood the above consent form. I agree to these conditions for the service provided by HealthWISE.

Signature

Date / /

OR

I, (health professional's name)

have informed (client's name)

of the conditions of this HealthWISE service. The client has given verbal consent to these conditions.

Signature

Date / /