



Willow Tree Psychology and Wellbeing
Practice Address: 416 Magill Road
Kensington Gardens, South Australia, 5068
Postal Address: PO Box 2132
Magill North, South Australia, 5072
P: 8233 0828 **F:** 8180 1725
E: info@willowtreepsychology.com.au
W: www.willowtreepsychology.com.au

Client Information Form – Adult

Title: (please circle) Dr Mr Mrs Ms Master Miss Other_____

Last Name: _____ First Name _____ Middle Name: _____

Preferred Name: _____

Sex: Male/Female/Intersex/Other: _____ Date of Birth ____/____/____

Do you identify as Aboriginal: Yes / No and/or Torres Strait Islander: Yes / No

Home Address: _____

Suburb _____ State: _____ Postcode: _____

Postal Address: _____

Suburb _____ State: _____ Postcode: _____

Home No: _____ Mobile No: _____ Work No: _____

Email: _____

Text Reminder: Yes/No Email Reminder: Yes/No Can we leave a voicemail? Yes/No

How did you hear about our practice? _____

Medicare Card Number: _____ Number on Card: _____ Expiry: _____

DVA Number: _____ DVA Clinical Text: _____

Private Health Insurance: Yes / No Private Health Provider Name: _____

Private Health Insurance Card Number: _____ Number on Card: _____

Are you on a NDIS plan? Yes / No NDIS Number: _____

NDIS Self-Managed: Yes / No Plan Managed: Yes / No NDIA Managed Yes / No

(Please note, we are unable to accept payments through NDIA Portal Managed plans)

Emergency Contact Full Name: _____

Home No: _____ Mobile No: _____ Work No: _____

Email Address: _____

Address: _____

Suburb _____ State: _____ Postcode: _____

Text: Yes / No Email: Yes / No Can we leave a voicemail? Yes / No

GP Name: _____ Email: _____ Fax: _____

Practice Address: _____ Phone: _____

Specialist Name: _____ Fax: _____ Email: _____

Practice Address: _____ Phone: _____

I hereby state that all information above is accurate.

Signature

Date

Name (Please Print)



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Client Consent Form – Adult

Services

Here at Willow Tree Psychology and Wellbeing, we provide psychological, counselling and mental health interventions to children, adolescents, adults, older persons, and families. We provide an evidence-based therapeutic approach designed in collaboration with each person. As part of our psychological, counselling and mental health interventions, the psychologist and/or mental health social worker will be required to collect and record personal information from you that is relevant to your current situation/difficulties. Information can be collected in a number of ways, that may include face-to-face discussions, through the administration of formal tests, and through observations. If required, discussions with other health professionals and specialists can also be collected upon consent of the client or parent/guardian. We collect information in order to provide the best possible therapeutic approach for each individual.

Privacy and Confidentiality

All information, formal tests, and documentation collected by our Psychologists and Mental Health Social Workers at Willow Tree Psychology and Wellbeing is confidential and is only seen by the treating psychologist or Mental Health Social Worker, and when necessary by the principal Clinical Psychologist. Our Psychologist/Mental Health Social Workers will also have access to our secure booking system, and will therefore have information regarding client names, however no other personal or therapeutic information is stored on our booking system.

Our Psychologists and Mental Health Social Workers are required to retain documentation from each session to enable the Psychologist/Mental Health Social Worker to have an accurate account of each session and to provide relevant psychological or therapeutic services. All documentation is stored securely and locked, and can only be accessed by the treating Psychologist/Mental Health Social Worker at Willow Tree Psychology and Wellbeing.

Our administration team, are also bound by confidentiality. Our administration team will assist with bookings, phone calls, and inquiries received by email, fax or text. Files can be obtained by our administration team; in preparation for client sessions, however, they will have limited access to the documentation in the file. Our administration team will have access to and process the client information form and process payments. Our administration team will therefore have access to all the information on the client information form, which is used to make contact and communicate with clients. Our administration team also receives GP faxes which are immediately placed in a client file,

and fax GP letters securely. Our administration team do not have access to any client session notes, formal tests or other documentation collected.

Psychologists and Mental Health Social Workers are required to complete peer supervision and professional development as part of the requirements from the Psychology Board of Australia / Australian Association of Social Workers. During peer supervision, information regarding a client may be shared to another Psychologist/Mental Health Social Worker in order to obtain any guidance necessary to assist with the therapeutic approach or difficulty. The client's name is de-identified and only relevant information is discussed.

Apart from the special circumstances listed below no information will be released to others without your written consent;

1. It is subpoenaed by a court, or
2. Failure to disclose the information would place you or another person at serious risk to life, health or safety; or
3. Your prior approval has been obtained to
 - a. provide a written report to another professional or agency. E.g. a GP or a lawyer; or
 - b. discuss the material with another person, e.g. a parent or educator; or
 - c. if disclosure is otherwise required or authorised by law.

Please note, GP's require a review letter after 6 appointments, that documents summary of sessions. This is required in order for the GP to complete a mental health care plan review in order to access an additional 4 psychology sessions. For those on the NDIS, it is a requirement to provide a progress report at each review stage.

Admin Hours

Please note our admin hours below. Any phone calls or emails received outside of these times may go to voicemail. If so, please leave a message and our admin team will return your call / email / text as soon as possible.

Monday – 11am – 2pm ~ Tuesday – 10.30am – 2.30pm ~ Wednesday – 10.30am – 2.30pm
Thursday – 10.15am – 2.45pm ~ Friday – 10.15am – 2.45pm

Fees

Please visit <https://www.willowtreepsychology.com.au/Referrals-Fees/> for information regarding our fees, self-funded-referrals, Medicare Rebates, Private Health Insurance, NDIS and DVA information.

Cancellation Policy

Please advise Willow Tree Psychology and Wellbeing of any changes to appointments or cancellations with 1 business day notice by phone or email. Cancellations with less than 24 hours' notice will be charged at 50% of the session fee or and failure to attend an appointment will be charged at 100% of the session fee, unless there is reasonable explanation. We will send out a text and or email reminder the day prior to your appointment if you have selected this on the information form.

Emergency Contacts

Please note we are not an emergency service, our phones and emails are not constantly monitored. In an emergency situation please contact 000 for police/ambulance. Please find some other helpful emergency contacts below

Police or Ambulance - 000

In a mental health emergency call Mental Health Triage - 13 14 65

Lifeline - 13 11 14 or www.lifeline.org.au

Kids Helpline (5-25 years) - 1800 55 1800 or www.kidshelpline.com.au

Suicide call back service - 1300 659 467 or www.suicidecallbackservice.org.au

Parking

Parking at rear of the building, a map will be sent to your email on parking location. We have 2 allocated car spaces as highlighted in yellow. The remainder of the car spaces can be used after 3pm and all day Saturday. Please note, the Salvation Army store located next to our practice has requested that our clients not use the car spaces behind their building as they often close their gates and cars may be locked in.

Waiting Area

Upon arrival please enter and take a seat in the waiting area. Our reception desk at times will be unattended. If unattended, please take a seat, and our Psychologists / Mental Health Social Workers will collect you at the commencement of your appointment.

Provision of Client Consent

I have read all of the above information carefully and understand all information that is stated above and what is required of me/us

I understand that

Psychologists / Mental Health Social Workers of Willow Tree Psychology and Wellbeing provide psychological, counselling and therapeutic services to clients

All information collected will remain confidential, except for the circumstances as outlined above where confidentiality may be broken

Willow Tree Psychology and Wellbeing is not an emergency service, and our phones/emails are not continually monitored, but understand that I can seek assistance from other emergency contacts as listed above

Signature

Name (Please Print)

Date