

Client Information Sheet

QI-04-MH v2



What is the Infocus® Counselling?

Infocus Counselling is a friendly, professional and well-established service operating in Bentley that has been providing counselling services to the Perth South-East Metro area for the past 12 years.

We offer a variety of services to individuals, couples, children, adolescents, groups and organisations. Our services are suitable for individuals with mild to moderate psychological concerns that can be addressed with short-term intervention.

How much does it cost?

The cost depends on the service you choose. The options are detailed below:

Service	About	Registered Psychologist			Clinical Psychologist		
		Total fee	Rebate	Out of pocket	Total fee	Rebate	Out of pocket
Medicare Rebated Service	Better Access - With a current Medicare card, individuals can access up to 10 sessions within a calendar year. GP must provide referral and Mental Health Care Plan (MHCP).	\$120.00	\$84.80	\$35.20	\$160.00	\$124.50	\$35.50
Bulk-Bill Service	Bulk billing is available for clients with a current Health Care Card or who are in extreme financial hardship. GP must provide referral and MHCP.	\$120.00	\$84.80	\$0	\$160.00	\$124.50	\$0
Private Health Fund service	Individuals can attend sessions without a referral from their GP. Members of a private health fund may be able to access a rebate.	\$120.00	Please contact your Private Health Fund to find out if you are eligible for a rebate		\$160.00	Please contact your Private Health Fund to find out if you are eligible for a rebate	
Full-Fee service	Individuals can attend sessions at full fee without a referral from their GP.	\$120.00	N/A	N/A	\$160.00	N/A	N/A

Alternatively, there may be the option for you to see a Provisional Psychologist at a cost of \$40 upfront per session. There is no Medicare rebate with this option and you are not required to have a MHCP to access this service. Infocus Counselling accepts cash, debit and credit card.

Where and when do the appointment take place?

Services are provided at our head office in Bentley. Most appointments happen during business hours but we may be able to offer some Saturday and after-hours appointments, where available. Our Bentley office has disability (wheelchair) access; when booking your appointment please let us know if you require this.

Who will I be talking to?

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

- Depression
- Anxiety
- Relationships issues
- PTSD
- Stress
- Adjustment disorder
- Grief and loss

Infocus utilises psychologists of different genders, ages and cultural backgrounds. All Infocus psychologists have different speciality areas and when allocating a psychologist, we always aim at matching you with a psychologist most suitable to meet your needs. If for any reason you do not engage with your psychologist please call the Infocus triage team on 9458 0505 and we will reallocate you to a different psychologist.

What happens in the appointments?

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.

How many appointments can I have?

Your initial referral allows you to access up to six counselling appointments. At the end of these six sessions, you and your psychologist will discuss the possibility of a further four appointments and your psychologist will write to your GP, detailing the progress you've made so far and request additional sessions approval. If your GP agrees, you can then access a further four sessions.

If you are a full-fee paying client who has self-referred, you are also eligible to access up ten counselling appointments. 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.

What happens if I miss an appointment?

As this is a valuable service that many people wish to access, it is important that you give at least 24 hours' notice if you are unable to attend one of your scheduled appointments. This means we can offer the appointment to someone else if they need it. If you do not provide at least 24 hours' notice you may be charged a \$40 cancellation fee. If this happens twice this may result in being excluded from the 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 not communicate with anyone but your referring GP without your permission 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 complaints?

You may be asked to complete an optional survey when you finish with the program. This information will be de-identified and will be used to improve Infocus services. You may be mailed a copy of an optional survey, or alternatively you can complete it online through www.surveymonkey.com/s/infocusfeedback.

If you would like to provide feedback or a complaint at any other point, please email infocus@archehealth.com.au or call and speak to the Infocus Coordinator on 9458 0505. All complaints will be dealt with fairly and promptly and will not affect your right to receive further treatment with the Infocus Counselling team. At all times during the resolution of your complaint you have the right to the assistance and support of an advocate (including an advocacy agency such as the Health Consumers Council) of your choice. For more information about the complaints process please visit our website at www.archehealth.com.au/infocus.

Where can I find more information about my rights and responsibilities?

For more information about your rights and responsibilities, please visit our website at www.archehealth.com.au/infocus, 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?

1. Visit your GP
2. Go to the closest Emergency Department
3. Call the Mental Health Emergency Response Line (MHERL) – 1300 555 788