

Magnolia House Psychology and Therapies Centre

Client Consent and Information Form

★ EASY READ VERSION ★

This form tells you about our service.

It tells you about your rights.

It asks you to agree to some things.

Please read this form carefully.

You can ask someone to help you read it.

You can ask us any questions.



About Us

Magnolia House is a place where you can get help with your mental health and wellbeing.

We have a team of different workers who can help you.

This includes:

- Psychologists
- Occupational Therapists
- Social Workers
- Mental Health Social Workers
- Counsellors

- Art Therapists

All our workers follow professional rules about how to treat you well.

Your Worker

You will have a worker who looks after you.

They will tell you who they are and what they do.

They will explain how they can help you.

Your Rights

You have the right to:

- ➔ Ask questions at any time
- ➔ Know what kind of help you are getting
- ➔ Know the good things and risks of your treatment
- ➔ See a different worker if you want to
- ➔ Stop coming at any time
- ➔ Know who else might be involved in your care

You can change your mind about coming here at any time.

Just talk to your worker about it.

Cancelling Your Appointment

Sometimes you might need to cancel your appointment.

You must tell us at least 48 hours before your appointment.

That means 2 days before.

If you cancel with less than 48 hours notice, you may have to pay a fee.

The fee can be up to the full cost of your appointment.

If you cancel more than 48 hours before, there is no fee.

You can cancel by:



Emailing reception@magnoliahousepsych.com.au



Replying to your reminder SMS



Calling us on 07 4639 3367

If you cannot come in person, you might be able to do your appointment by phone or video call instead.



Paying for Your Appointment

You need to pay on the day of your appointment.

We accept debit card or credit card.

We do not accept cash.

If you have a Medicare rebate, we will process it for you at reception.

For phone or video appointments, we will charge the card we have on file.

Keeping Your Information Private

What you tell your worker is private.

We will keep your information safe.

But there are some times when we might need to share your information:

-  If a court tells us we have to
-  If you or someone else is at serious risk of being hurt
-  If you say it is okay for us to share it
-  If we need to in an emergency

Your worker will explain this to you at your first appointment.

Your Personal Information

We collect information about you so we can help you.

This includes your name, address, phone number and health information.

We keep your information in a safe and secure place.

If your information is accidentally shared with the wrong people, we will tell you as soon as we can.

You can ask to see your information at any time.

You can also ask us to fix your information if something is wrong.

Put your request in writing to your worker or the practice manager.



Computer Tools

We sometimes use computer tools to help us with our notes and paperwork.

These tools are safe and secure.

Your privacy is always protected.



Supervision and Learning

Sometimes our workers talk to other professionals to make sure they are doing a good job.

This is called supervision.

Your name and details will not be shared when this happens.

If we ever want to use your information for research, we will ask you first.



How Long We Keep Your Information

We keep your information for at least 7 years after your last appointment.

If you are under 18, we keep it until you turn 25.

If your worker leaves our practice, your records stay here at Magnolia House.

Respect for Your Culture

We respect all cultures, beliefs and identities.

We acknowledge Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia.

We can help you with:

An interpreter or translator if you need one

Recording your preferred name and pronouns

Any other cultural or communication needs

Just let us know what you need.

If Your Worker is Not Available

If your worker is away or leaves, we will help you.

We will try to find another worker for you.

Your worker will talk to you about this if it happens.

If You Are Not Happy

You can tell us if you are not happy with our service.

Talk to your worker or the practice manager.

We will try to fix the problem.

You can also complain to these organisations:

-  For Psychologists or OTs: AHPRA – www.ahpra.gov.au
-  For Social Workers: AASW – www.aasw.asn.au
-  For Counsellors: PACFA – www.pacfa.org.au
-  For Art Therapists: ANZACATA – www.anzacata.org
-  Health Ombudsman (QLD) – www.oho.qld.gov.au