



INFORMATION FOR CLIENTS / PARTICIPANTS

Services we provide:

We work with children, adolescents, adults, and families to enhance wellbeing and resilience.

Psychological Intervention

A variety of Psychological Intervention is available:

- Individual Therapy
- Group Therapy and Workshops
- Animal Assisted Therapy
- Eye Movement Desensitization and Reprocessing (EMDR)

Equine Therapy

In equine therapy the horses act as a resource to support therapeutic change.

Group Therapy and Workshops

Our groups and workshops are available with Animal Assisted Therapy as well as non-Animal Assisted Therapy and focus on building resilience, healthy relationships, social skills, mood regulation and parenting.

For further information please see our website:

<https://ajpsychology00.wixsite.com/ajpsychology>

Working with animals:

At AJ Psychology and WINHAVEN Animal Assisted Therapy you may come in contact with a variety of animals (including therapy dogs, therapy sheep, therapy horses, therapy camels) as the practice is set on a rural property. If you have any concerns about this, please email me prior to your appointment, especially if your immune system is struggling, you're unwell or you're pregnant. If you have any allergies, fears, phobias, or cultural concerns please let us know. We can ensure when you visit there are no animals present if you prefer this.

Participation involving animals, especially horses, involve risk of injury, as activities with horses are deemed a "significant high risk" activity by our community and legal system. By attending and/or participating in sessions with animals you knowingly and freely assume all such risks, both known and unknown and you voluntarily enter at your own risk. Horses have different temperaments and natures. All horses are potentially unpredictable, especially if frightened, hurt, or mistreated. Our sessions are often outside, and occurrences or elements of nature can scare horses, causing it to react in some unsafe ways.



What we will do to minimise risks:

- We ensure our co-facilitators (animals) are as happy and healthy as possible. They are always up to date with their vaccinations and preventative health care, including parasite treatments (such as fleas and worms) and grooming. However, there are some illnesses which can pass between humans and dogs/animals to which you may be exposed to if you interact with the Therapy Animals (Zoonotic Diseases – please ask your psychologist for a list of these).
- All therapy dogs have been certified by an accredited Canine Assisted Therapy Service. However, risks associated with working with animals include the risk of injury (such as being scratched or being bitten) if you interact with the therapy dog.
- The clinician undertaking equine therapy or equine assisted therapy is a certified Equine Therapist with the Equine Psychotherapy Institute.
- If you choose to work with the therapy horses the clinician will do their best to 'match' the experience and feelings of our participants to the appropriate horse(s). However, horses do explore their 'environments' with their bodies, so participants will be introduced to the practice of boundary-setting and be able to choose how they wish to engage with the horses. You will also be offered a 'safety guideline' by the clinician which supports participants in being safe, aware, and making safe choices in all sessions with horses. The clinician will take all care possible and follow clear safety guidelines for the benefit of participants and horses.
- We do not offer mounted (riding) sessions with the horses.
- Every effort will be made to avoid accidents and injuries to participants.

What you can do to minimise any common risks:

- Follow all directions of your clinician / other official people.
- Always wash your hands after visiting, especially before preparing, or eating food. You can take advantage of the hand sanitisers provided, until you can get to a tap with running water and soap.
- Dogs and animals can carry germs inside their mouths and bottoms, so :
 - Don't let the dogs/animals lick your face or mouth.
 - Don't touch the inside of the dog's/animals mouth, or around its bottom.
- Do not deliberately frighten, hurt or mistreat the animals and to follow safety guidelines offered by the clinicians.
- It is important that you wear suitable clothing and appropriate footwear (fully covered hard shoes or boots with flat heels).



Other information for you to know:

- AJ Psychology / WINHAVEN Animal Assisted Therapy makes no warranty of any kind, expressed or implied, as to the nature, habits, and disposition of any animal/horse involved in Animal Assisted Therapy sessions or activities.
- Upon entering the activities area you acknowledge the clinician or officials and/or others do not accept liability for any accident, damage, injury or illness to you, any spectators, participants, or any other person or property whatsoever.
- Knowing the potential inherent risks, you assume sole responsibility for any injury, death or property damage you may suffer as a result of your attendance and/or participation in these sessions / activities.
- In the event of an accident of any kind, you must report this to your clinician immediately.
- In the event of serious accident or injury where an ambulance or medical treatment is required, you are responsible for any costs that may be incurred.
- If you do not follow the directions of your clinician or official it may result in you being asked to not participate in activities or asked to leave. This is because not following directions could result in injury due to your failure to comply. We want to keep you safe!

CONFIDENTIALITY

Psychological service

As part of providing a psychological service to you, AJ Psychology needs to collect and record personal information from you that is relevant to your situation, such as your name, contact information, medical history and other relevant information as part of providing psychological services to you.

This collection of personal information will be a necessary part of the psychological assessment and treatment that is conducted.

Purpose of collecting and holding information

Your personal information is gathered as part of your assessment and treatment, is kept securely and, in the interests of your privacy, used only by your psychologist and the authorised personnel of the practice (as necessary).

Your personal information is retained in order to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service to you. A more detailed description is provided in the practice's "Privacy policy for management of personal information", which can be obtained by contacting AJ Psychology,



email ajpsychology00@gmail.com or ask your psychologist. The Privacy Policy contains information about how to access and seek correction of your personal information, and how to lodge a complaint about our management of your personal information.

Consequence of not providing personal information

If you do not wish for your personal information to be collected in a way anticipated by this letter or the Privacy Policy, AJ Psychology may not be in a position to provide the psychological service to you. You may request to be anonymous or to use a pseudonym unless it is impracticable for AJ Psychology to deal with you or if AJ Psychology is required or authorised by law to deal with identified individuals. In most cases it will not be possible for you to be anonymous or to use a pseudonym.

Access to client information

At any stage you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation. The psychologist may discuss with you different possible forms of access.

Disclosure of personal information

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential except when:

1. it is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
2. failure to disclose the information would in the reasonable belief of AJ Psychology 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, employer, health provider or third-party funder; or
 - c) disclose the information in another way; or
 - d) disclose to another professional or agency (e.g., your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected.

Your personal information is not disclosed to overseas recipients, unless you consent, or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented, or disclosed for any other purpose.

In the event that unauthorised access, disclosure, or loss of a client's personal information occurs, AJ Psychology will activate its data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.



Fees

The cost of a consultation (usually around 60 minutes) is \$220, which is payable at the end of the session by cash or bank transfer.

We are happy to invoice NDIS. We are also happy to work under a Mental Health Care Plan (Medicare) when referred by a GP or a Psychiatrist, where you would be entitled to a Medicare rebate.

Cancellation Policy

If, for some reason you need to cancel or postpone your appointment, please let us know as soon as possible. We will try and book someone else in, however if we can't fill your appointment slot then you will be charged the session fee (\$220).

APS Charter for Clients of Psychologists

The APS Charter explains your rights as a client of a psychologist. We have a copy of this displayed in our waiting area and our website under forms. If you would like your own copy, please ask your clinician.

About the Team

Check out the website for information regarding the team members.

<https://ajpsychology00.wixsite.com/ajpsychology>

How to make a referral or an appointment:

Please email ajpsychology00@gmail.com

Crisis support

Unfortunately, we cannot provide a crisis response, we are not always able to be contacted immediately. We do not answer our phone or emails when in session with clients or otherwise unavailable. We will get back to you when we can.

Telephone: 0429 538 240
Email: ajpsychology00@gmail.com

If you feel that you cannot wait for a return call or if you feel unable to keep yourself safe, please go to your local hospital emergency department or call 000.



Other numbers that might be helpful:

Service	Focus	Phone number	Operating hours
Nurse-on-call	Expert health advice from a nurse	1300 60 60 24	24 hours / 7 days
Lifeline	Crisis support, suicide prevention and mental health support services	13 11 14	24 hours / 7 days
Beyondblue	Depression, anxiety, and related disorders	1300 22 4636	24 hours / 7 days
Area mental health services triage	Generally, the first point of contact for people seeking a specialist mental health response that will identify the urgency and nature of response required	Phone numbers are available in each area	24 hours / 7 days
Kids Helpline	Telephone counselling service for people aged between 5 and 25	1800 55 1800	24 hours / 7 days
Parentline	Parents and carers with children from birth to 18 years	13 22 89	24 hours / 7 days
SuicideLine VIC	People affected by suicide	1300 657 251	24 hours / 7 days

If you are unhappy or something makes you feel uncomfortable:

If you are unhappy with what is happening in therapy (or any of our contact with you), we hope you will talk with us so that we can respond to your concerns. We will take your comments seriously and handle them with care and respect. You have the right to feel safe and respected. You have the right to ask questions about any aspects of therapy. We would rather know if something wasn't right, so that we can change what we are doing.

You could also contact AHPRA <https://www.ahpra.gov.au/Notifications/Concerned-about-a-health-practitioner.aspx>

Please note: *If after reading this form you are at all unclear about any of the information provided, please discuss this with your psychologist.*