

Parents

Parents help their children from the moment they are born. Sometimes, a child will face problems that parents don't understand and have trouble helping them with. Many parents know the pain of being a parent and feeling unable to help their child. This can leave parents feeling powerless.

As a parent, you are never powerless.

Children learn skills every day that help them succeed in life. At school, they learn many skills such as numeracy, literacy, artistic, physical and social skills. Some children learn at a fast rate and some at a slow rate. When a student falls behind, schools provide intensive teaching to remediate slow learning rates in literacy and numeracy. Children also learn social, cognitive and emotional skills. If children are not developing these vital skills, psychologists can help them with intensive skill development activities.

Seeking help from onPsych in these situations can be of great benefit to parents and their child.

Frequently Asked Questions

What are the benefits of my child seeing onPsych?

onPsych staff are experts in their field. They offer professional help with simple problems like making friends to complex issues of mental health issues, such as:

- Dealing with bullying
- Fears, phobias & anxiety
- Behaviour problems at home and at school
- Self-harm, alcohol & substance abuse
- Depression
- Managing anger
- Attention deficit & hyperactivity
- Social skills
- Eating disorders
- Grief and loss,
- Divorce
- Common disabilities such as:
 - Hearing impairment,
 - Sight impairment,
 - Deaf/blindness,
 - Down syndrome,
 - Fragile X syndrome,
 - Cerebral palsy,
 - Autism.

OnPsych also offers individual/group skills training:

- Communication skills
- Problem solving
- Anxiety/Stress management
- Anger management
- Negotiation skills
- Relaxation
- Social skills training
- Bully proofing
- Motivation
- Parenting

How much is this going to cost us?

Where students have a doctors referral onPsych staff bulk bill Medicare for their work. Parents will not have to pay for this support. Under some circumstances, parents and schools request special reports or assessments, usually for school funding applications. These services are not covered by Medicare and are charged to either the parent or school by prior negotiation.

onPsych does not work in our school, can we still get help?

Talk with the student wellbeing/welfare coordinator at your school about your concerns and ask them to contact onPsych.

How long will it take before an onPsych staff member can see my child?

This depends upon a number of factors such as location, the number of students in the school referred, and the availability of psychologists in the area. **This can vary from 1 day to 1 term.** For more urgent cases consider alternatives for support. For emergencies always contact 000.

Is onPsych going to snoop into our family?

Our staff help people to learn new skills and develop new ways to deal with the demands of their life. They do not collect confidential information for the sake of it. When they do discuss sensitive family matters, they treat this information with professional confidentiality.

Do we have anything to fear from onPsych?

Our staff work with children to help them, however in some states, professionals are required by law to report suspected abuse.

Should I meet with the onPsych staff member before they begin to work with my child?

We would recommend that you ask the school when our staff member is scheduled to see your child for the first time so you can meet with them and ask any questions you may have. Our staff will provide you with their business card of contact for future clarifications.

How do I contact the onPsych staff member working with my child?

Please feel free to contact them by phone/email as per their business card or by asking the school when onPsych is scheduled to see your child next and attending the appointment.

What if I need to contact onPsych urgently?

Always ring 000 in emergencies. However if the problem is not an emergency, ring your school and discuss your concerns and they can organize a meeting with our staff member for you.

Can I join in with the sessions?

In most cases our staff will welcome your attendance during the sessions, but please discuss this with them as there are cases where this procedure would not work well.

What changes can we expect?

Positive change can sometimes be obvious very quickly. This is often caused by the positive effect of the extra attention. Real and long term positive behaviour change may take longer. Discuss this question with our staff member, as there is no simple answer to this question

What can we do to help?

In virtually all cases parents can help their child at home by reinforcing the messages and skills developed in sessions. Please ask your psychologist how you can help at home.

Do we get a report?

Our staff will send you a copy of a report to both the parents and referring doctor after 6 and 10 sessions.

Do we need to go back to the doctor?

Extending the program beyond 6 sessions for a further 4 sessions will require you to return to your doctor for a further referral.

What if I need help?

onPsych staff frequently work with parents who have a referral for their own treatment.

How much support can my child receive under Medicare?

Each year, Medicare fund us to work for 6 individual sessions on the first referral and a further 4 individual sessions on a re referral. Medicare also fund an equivalent number of group sessions. Under the Autism PDD program Medicare fund 20 sessions per child on a once off basis.

What about subsequent years?

January 1st each year, the above entitlement begins again.

Does going to see onPsych go on your record?

Medicare records are not clinical records, are highly secure and are normally not able to be accessed by anyone.

What if my question is not listed here?

Ask our staff; they won't bite.

Does onPsych work for the school?

No, onPsych staff are fully independent of the school system. onPsych is bound by the state privacy laws as a minimum standard in relation to collection, use, disclosure and storage of personal information.

onPsych Confidentiality and Privacy Statement

1. During the course of counseling, sensitive personal information may be collected by the psychologist. Personal information is information, which directly or indirectly identifies a person. The student, and their families have the legal right to have that information protected.
2. All clinical files are confidential documents and are the property of onPsych.
3. onPsych recognises that students over the age of 15 have the right to access their personal information. Parents or legal guardians of children under the age of 15 have the same right to access the child's personal information about the child's file.
4. Given we are bound by the Code of Ethics of the APS, onPsych staff are unable to provide any third party (such as school employees or families of children over 15 years of age) with personal information of the student without their explicit written approval
5. Under exceptional circumstances, information may be disclosed to a third party to avert risk. Legal compliance requires that if the staff member is concerned about the safety of a student, or others, then confidentiality may be broken. Only minimum information will be disclosed to avert risk and attempts will be made to discuss this first with the student. In exceptional circumstances, files may be subpoenaed by the court. Under no other circumstances will student confidentiality be broken. The complete APS Code of Ethics can be found at www.psychology.org.au.

Simple steps you can take to access onPsych services

If you, or the school, feel that your child would benefit from working with one of our staff, in either individual or small group sessions, you need to:

Step One: Complete the symptom form below and take this to your GP along with your child. The GP will then make an evaluation to determine whether a Mental Health Plan (Item 2715).

Information for your GP

When making the doctors appointment, please have the family inform the receptionist that the appointment is for a referral to a Psychologist/Mental Health Social Worker under Medicare item 2715. They will need to book a **DOUBLE APPOINTMENT** to complete this Plan. Using the information below, your GP will determine whether the Mental Health Plan is most appropriate.

It is important that the GP provide an accompanying letter attached to the Mental Health Plan for Medicare purposes. Please remind the GP of this.

Student Name:

School:

Student Address:

Parent/Guardian:

Contact Number/s:

Student Date of Birth:

Medicare Number:

Presenting Problems at school/home

1.

2.

3.

Outcomes we would hope to see from a psychological intervention

1.

2.

3.

Additional Comments

If you would like further information about OnPsych, visit www.onpsych.com.au, or phone 1300 659 350.

Step Two: Notify your school that you have a referral letter. Give them all the paperwork you have received from your GP along with a consent form attached below. After this, the school will schedule sessions for your child with a psychologist from onPsych. **The school will not have access to any information without your release.** After the first 6 sessions, the psychologist will provide you with a progress report to take back to the GP to activate a further 4 sessions.

Phone 1300 659 350 Fax 1300 651 580

email contact@onPsych.com.au

web site www.onPsych.com.au

RELEASE OF INFORMATION

Name of Child: _____ Male / Female

D.O.B: _____ School Name: _____

Parent/Guardians

1 _____

2 _____

Address: _____

Phone (home): _____ Phone (work): _____ Mobile: _____

Email: _____

Medicare Number: _____

REASON FOR REFERRAL:

Please write a brief statement outlining the child's difficulties / areas of concern or attach a referral letter.

In order to ensure that professionals at OnPsych are able to make the best assessments for you and your child, please attach as much documentation as possible about your child's previous assessments, interventions, medical history and education.

Please provide contact details if you would like onPsych staff to contact these professionals regarding your child.

We work collaboratively with teachers and student wellbeing coordinator and other professional and require your permission to do so.

Should you wish us to work exclusively and not share information; do not complete this form.

School: _____

G.P. _____

Paediatrician: _____

Speech Pathologist: _____

Occupational Therapist: _____

Physiotherapist: _____

Psychologist: _____

Other: _____

Is your child currently on medication?

If yes, please give details.

In referring my/our son/daughter _____ onPsych for services, I/we acknowledge that:

Phone 1300 659 350 Fax 1300 651 580

email contact@onPsych.com.au

web site www.onPsych.com.au

1. Treatment intervention to be undertaken by onPsych staff may include:

- a) Administration of formal tests considered relevant to diagnosis;
- b) Observations of the student's behaviour and performance in informal settings (such as classrooms or playgrounds);

2. onPsych staff may:

- b) visit my/our child's regular school (with the agreement of the school principal) for the purpose of consulting with educational personnel and other relevant professionals, regarding the student, with possible outcomes of ongoing consultative support, treatment, or assessment;

3. onPsych staff may create written records of my/our child and use these in preparing their consultations and recommendations with parents, educational personnel and other professionals. All records will remain the property of onPsych as medico-legal documents;

4. onPsych staff may contact persons who are or have been directly concerned with the care or education of the student (such as teachers, therapists and doctors) to seek information about the student's background, abilities and performance that may be relevant to the service being provided. Written reports or accounts may be requested;

5. onPsych staff may use the results of any relevant information available to assist in consulting with the educational personnel and other professionals involved with the child, with the intent of supporting and improving educational outcomes. I/we hereby exempt onPsych, its officers and employees, from any liability for injury or loss that may result from findings, opinions or recommendations expressed by onPsych staff in relation to the student, and from any liability for any physical injury that may occur to the student whilst under the supervision of onPsych staff, on the condition that those staff act conscientiously in accordance with the practices and duty of care normal to their professions.

Agreement of Conditions of Services and Parents'/Guardians' Consent Form

Do you consent for your child to be involved in individual sessions with the onPsych psychologist visiting your school?

Yes No

Do you consent for your child, to be involved in group work activities with other referred children when offered by the psychologist? (Please note that individual session discussion is independent of group work sessions and confidentiality is not jeopardized)

Yes No

- Name (Parent/Guardian): _____
- Signature: _____ Date: _____

PLEASE SIGN AND RETURN THIS ORIGINAL. PLEASE KEEP A COPY FOR YOUR RECORDS.