



### **Our Mission**

To provide free psychological services to young people and their families.

### **Our Vision**

Optimising sustainable psychological health and emotional wellbeing for young people.

## **Helping Students, Families and Teachers**

OnPsych provides psychological services to schools in Australia. We are a passionate team of fully qualified, registered psychologists and mental health social workers who specialise in child and adolescent services. We work in primary, secondary, and special schools, from both public and private sectors. We work in both individual and group sessions with students and parents. In most cases, services are performed at no cost to the school, student or parent.

OnPsych services are provided on-site, at the school. We value working collaboratively with school welfare teams, teachers and parents to ensure the best possible outcomes for young people across Australia. A Health Care Plan, with clear outcomes, will be tailored for each individual. Through Medicare, individuals are eligible for 10 individual sessions and 10 group training sessions each year, at no cost to the student or the school.

## **High quality psychological care for young people**

The Australian Psychological Society (APS) reports that approximately one in four to five young Australians are likely to suffer from a mental health problem. Unfortunately, less than one third of young people who are experiencing mental health problems are in contact with a professional service. OnPsych is committed to bridging the gap between young people in need and high quality mental health care services. Our therapeutic work offers practical, evidence based solutions to assist young people in overcoming a wide variety of difficulties, ensuring ongoing emotional resilience, wellbeing and improved self confidence.

## **Benefits to our clients**

We want to assist young people to:

- Become more self-confident and feel in control of their world
- Shift from feeling overwhelmed, stressed and vulnerable
- Take more positive initiatives
- Become more personally resourceful
- Increase self awareness and promote emotional intelligence
- Improve social skills and clearer communication,
- Foster more rational thinking and increase coping mechanisms
- Promote more positive attitudes and self-assurance
- Improve quality of relationships
- Decrease school truancy
- Create a clearer sense of life ambitions and long term goals

## **Mental Health Problems commonly treated by OnPsych**



- Anxiety
- Attention deficit
- Alcohol /drug abuse
- Adjustment disorders
- Bereavement
- Conduct disorder
- Depression
- Eating problems
- Obsessive Compulsive
- Panic
- Phobia
- Psychosis
- Post-traumatic Stress
- Sexual disorders
- Sleep problems

### **OnPsych also offers individual/group skills training**

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

### **Information for parents**

Identifying a difficulty in a child can be a stressful and distressing time for parents. It is important to remind parents that onPsych staff are just like teachers. We endeavour to work as a collaborative approach to achieve the quickest result possible by working with yourself, the child and their parent. We aim to provide life skills that can help the child use appropriate coping and problem solving skills in the current situation but also in future situations to assist with their schooling and ongoing development.

As an example, with a child struggling in math's, they will be provided extra time by the teacher to develop and work on their skills. Similar to this, a child struggling with managing their emotions, onPsych psychologists will teach your student strategies to develop this skill. Furthermore, we will provide both yourselves and the parent necessary skills to teach the child how to best manage difficult or fearful situations and to continue this growth strategy for optimal emotional wellbeing. Please provide each parent who enquires about the onPsych service with a parent pack and brochure to allow them to consider whether this is the right service for their child.

Phone 1300 659 350 Fax 1300 651 580

email [contact@onpsych.com.au](mailto:contact@onpsych.com.au)

web site [www.onpsych.com.au](http://www.onpsych.com.au)

## Getting your school started with OnPsych

1. Identify students who would benefit from our services. Contact us if you need advice.
2. Discuss your recommendation with parents and complete a letter to the GP, pediatrician or psychiatrist, outlining the student's issues (see next pages for example).
3. Parents should take this letter to their Medical Practitioner to help describe their child's difficulties and identify what they hope to gain from psychological support.
4. Either the doctor, parents or school can forward the referral to OnPsych by fax (preferred) or email and also provide a copy to the OnPsych practitioner.

## Information for Student Welfare Coordinators

To maximise our joint resources, we ask that the welfare coordinators follow the guidelines below.

1. **Allocate a room within the school where sessions can be conducted privately.**
2. **Fax or email referrals to fax 1300 651 580 or email [contact@onpsych.com.au](mailto:contact@onpsych.com.au).**
3. **Help retrieve students from class for their sessions where necessary.**

## Beginning sessions

OnPsych will endeavor to see students and their families as soon as possible after receiving their Mental Health Care Plan. Sometimes there may be a delay, however, due to high numbers of students being referred and/or the availability of OnPsych staff in your area. This delay can be anywhere from ***1 week to 1 term***. In the event of a delay, please ring for advice regarding urgent cases.

## Information for the Doctor

**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, please visit [www.onpsych.com.au](http://www.onpsych.com.au), or phone 1300 659 350

### School Agreement

#### **onPSYCH will:**

1. Provide therapy by onPsych staff through the Medicare "Health Care Plan" There will be no cost to the school or the client, for these counselling sessions.
2. Be responsible for all billing and communication with Medicare.
3. Strictly adhere to the APS guidelines on student confidentiality and privacy.
4. In accordance with these guidelines, inform the school, who is acting as the guardian of the student, of imminent risk to the student or others.
5. Protect the confidentiality and privacy of students and their families. onPsych can only pass on personal student information to school staff at the explicit approval of the student and their family.
6. Take responsibility for providing the best clinical intervention available. Each staff member goes through a rigorous, handpicked selection process which reflects the importance of the work they do. We don't get a second chance with students who are struggling!
7. For this reason, any complaint we receive from the school, or the student and their family, will be taken seriously. onPsych will respond immediately by listening to our clients needs. We will endeavour to design a resolution that satisfies the schools, or our client's, requirements.
8. onPsych will also provide a "fee for service" support to the school, if required. This support includes assisting school staff and families with effective strategies in issues management which lie outside the funding parameters of the Medicare Health Care initiative. Staff training and assistance to teachers and teacher's aides will also be available along with cognitive assessment.

#### **To assist in the delivery of a successful counseling service, the school will:**

1. Appoint a representative, such as a Student Welfare Coordinator, so onPsych has a primary contact and alliance relationship with the school.
2. Provide a confidential room where the counseling sessions can take place. Sessions will occur at the school, to minimize disruption to students.

3. Will identify students who could benefit from psychological counseling, and assist their families to access onPsych services.
4. Fill in the template to referring doctors. This template has been designed by onPsych and briefly describes the student's behavioural difficulties. This ensures that the doctor has a clearly understanding of the presenting difficulties
5. The school representative will notify onPsych when they have a student referral from their GP. This will enable onPsych to anticipate allocating a psychologist to the school.
6. Will be responsible for the administration of scheduling student appointments, ensuring the student is available at their session times, and validating that the sessions have occurred.
7. Given that onPsych can only bill for services supplied to the student, understand that it is *imperative* that students are available at their appointment times. To provide a 'buffer zone' that can accommodate unexpected circumstances, we request that the school establish a 'waiting list' of students, on any given day.
8. Due to conflict of interest, the school will work exclusively with onPsych and no other competitive private company unless agreed to by onPsych management. onPsych offer additional and innovative free parent/staff sessions that fall under the Intellectual Property of the company and will not be used in front of competitive companies.
9. Any concerns with your onPsych staff member, please contact management on 1300 659 530 to rectify the issue.