

ONPSYCH PARENT INFORMATION PACK

PART A: LETTER TO PARENTS

Dear Parent/Guardian,

Childhood and adolescence can be a difficult and challenging time for some students.

Fortunately, school support staff are in a position to help students deal with these challenges by linking them to specialist staff on school grounds.

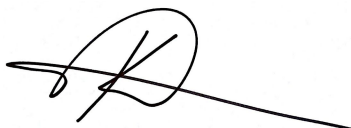
onPsych services are now available at **Ringwood North PS**. onPsych offer services to students and their families at no out of pocket cost (bulk billing) under the GP Health Plan. This will entitle the student/family member to 10 sessions per year with the psychologist or mental health social worker.

To ensure there is no waiting period for your child, I encourage you to follow these easy steps to obtain a GP referral and fax this directly to onPsych as soon as possible:

- Complete the paperwork below (titled 'Information for your GP')
- Book a double appointment with your GP
- Advise them of your concerns regarding your child's emotional wellbeing
- Obtain a referral under the Better Access Initiative (Item 2715/2700)
- Have your GP fax the referral and the paperwork directly to onPsych on 1300 651 580, or you can take it to school and ask them to fax it to onPsych for you
- onPsych will then be in contact with you to arrange a meeting for yourself and your child.

For further information about onPsych services, feel free to contact your state manager on 1300 659 350 or visit their website www.onpsych.com.au

Kind regards



Ken Chatterton, Principal

PART B: ONPSYCH PARENT INFORMATION

Parents help their children from the moment they are born. Sometimes, a child will face problems that parents have trouble understanding and have trouble helping them with. Many parents know the pain of being a parent and feeling of struggling to help their child.

As a parent, you are never powerless.

Students 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 students learn at a fast rate and some at a slower 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 students are not developing these vital skills, psychologists and mental health social workers can help them with intensive skill development activities.

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

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 mental health issues, such as:

- Dealing with bullying
- Fears, phobias & anxiety
- Behaviour problems at home and at school
- Depression
- Stress of exams and relationships
- Attention deficit & hyperactivity
- Social skills
- Eating disorders
- Grief and loss
- Autism.

OnPsych also offers individual/group skills training:

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

Who is the onPsych staff member attending Ringwood North PS?

onPsych will provide a psychologist/mental health social worker who works with both children and adolescents who are experiencing a range of psychological issues such as anxiety and mood disorders, Autism Spectrum Disorders, interpersonal issues and learning difficulties. onPsych practitioners will work with parents and the school and firmly believe that a collaborative approach will produce the most successful outcomes for a child.

How much is this going to cost us?

Where students have a doctor's referral, onPsych staff **bulk bill** Medicare for their work. Parents will not have to pay any out of pocket costs for this support.

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

Once a health plan from your GP is sought, please contact the onPsych practitioner and he/she will make a consultation time. Depending on demand, this may be between 1-2 weeks. **For emergencies always contact 000.**

Is onPsych going to snoop or judge our family?

onPsych assists students 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; as per the law and professional ethical behaviour.

What if I need to contact psychologist/mental health social worker urgently?

Always ring 000 in emergencies. However, if the problem is not an emergency, ring your school and discuss your concerns and they can organise a meeting with the psychologist.

Can I join in with the sessions?

In most cases onPsych workers 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 the onPsych practitioner 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 staff member how you can help at home.

Do we get a report?

The onPsych practitioner 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 to see the onPsych member.

PART C: INFORMATION FOR PARENTS TO TAKE TO GP

Important: when making the doctor's appointment, inform the receptionist that the appointment is for a referral to a Psychologist under Medicare item 2715.

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

The onPsych Psychologist at Ringwood North Primary School – Ph: 1300 659 350

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 us at www.onpsych.com.au, or phone 1300 659 350.

You have the option of faxing the mental health plan directly to 1300 651 580 or requesting your GP to do so. The school will not have access to any information without your release. **Once you have received the referral, please contact the onPsych.** After the first 6 sessions, the onPsych practitioner will provide you with a progress report to take back to the GP to activate a further 4 sessions.

PART D: ONPSYCH CONFIDENTIALITY AND PRIVACY STATEMENT

1. During the course of counselling, sensitive personal information may be collected by the psychologist or mental health Social Worker. 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 and scope of practice from the APS or AASW, 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 overt 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.

PART E: RELEASE OF INFORMATION

REASON FOR REFERRAL:

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

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

We work collaboratively with teachers, student wellbeing coordinators and other professionals, and require your permission to do so.

	YES	NO
School Principal		
Assistant Principal - Nick Burley		
Assistant Principal - Jess Mann		
Classroom Teacher		
Other Professional		

Please provide details

Is your child currently on medication? If yes, please give details.

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

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. 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. 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. 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. 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 1): _____ Signature: _____

Name (Parent 2): _____ Signature: _____

PLEASE SIGN AND RETURN THIS ORIGINAL.

PLEASE KEEP A COPY FOR YOUR RECORDS.

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