# Adelaide PHN Primary Mental Health Care Service Information Sheet

Adelaide PHN delivers Primary Mental Health Care Services through a network of contracted service providers in the Adelaide PHN region. The Adelaide PHNs Primary Mental Health Care Service provides short-term mental health services for people aged 12 years and older who are experiencing mental health issues who have difficulty accessing other services. Adelaide PHN Primary Mental Health Care services are provided at no cost to the client.

## Things to know before you get started

Mental health professionals who deliver the program include psychologists, social workers, mental health nurses and occupational therapists. All mental health professionals must meet the legal requirements of their profession.

Your mental health professional will schedule appointments with you as you progress through treatment. It is important that you attend scheduled appointments. If you need to cancel or change appointments, it is important you give at least 24 hours’ notice. If you do not provide 24 hours’ notice, one appointment will be removed from your allocated appointments unless you and your mental health professional agree that you were unable to attend because of reasons beyond your control. If you fail to attend two appointments in a row without providing notice, your access to the program may be discontinued.

If it has been six months since you referred in to the program, or more than three months since you have attended an appointment with your mental health professional, you may need to see your doctor again to review your circumstances before having further appointments.

If your mental health or personal circumstances change during treatment, it is important to inform both your doctor and mental health professional. To assist with the overall coordination of your care, your doctor and mental health professional will communicate throughout your treatment, including your mental health professional providing a brief progress report when you have been seen for six appointments, and when you are finished in the program.

Participation in the Adelaide PHN Primary Mental Health Care Service program is voluntary and you can withdraw at any time. We recommend that you talk to your doctor or your mental health professional before you withdraw.

## Questions, complaints or concerns

If you believe you are not receiving the best possible treatment (even if the mental health professional is just not a good fit for you), please talk to your mental health professional, your Service Provider or your Doctor.

If you are not satisfied with the response, then you can contact the Australian Health Practitioners Regulatory Authority and discuss your concerns with them.

Australian Health Practitioners Regulatory Authority

Ph: 1300 419 495  
<http://www.ahpra.gov.au/About-AHPRA/Contact-Us.aspx>

# Consent Information Sheet

This Consent Information Sheet contains important consent information about Adelaide PHNs Primary Mental Health Care Service. In order to receive this service there is one mandatory condition that you must agree to, and three other conditions that you can choose to agree or disagree with. Information about these conditions is explained in further detail below. You will provide your agreement or disagreement for each condition on a separate Consent Form.

## 1. Consent to participate

As part of the Adelaide PHN Primary Mental Health Care Services Program, we are required to collect information about you. This will include personal information, and information about the services you are receiving. This information will be stored securely, as per our Privacy Policy, and will be available to staff members involved in delivering the service. Your information will also be available to program staff at Adelaide PHN, as funders of this service. Adelaide PHN will use this information for program management, quality improvement, as well as monitoring service delivery.  Non-identifiable information will be used in planning service improvements and conducting research.

Your consent to participate is mandatory, if you want to receive the service.

## 2. Consent to be contacted for evaluation

Your service providers and Adelaide PHN are committed to the ongoing improvement of the Adelaide PHN Primary Mental Health Care Services Program. Your experience is important in assisting us to determine if the service is helping you achieve the things you want to achieve. From time to time, Adelaide PHN or an affiliated partner organisation will invite people who use the service to participate in evaluation activities, to provide us with information that will help us to learn, and improve the services we provide to you and others.

Your consent to be contacted for evaluation is optional.

## 3. Consent to share information with other services

In delivering Adelaide PHN Primary Mental Health Care Services, it may sometimes be beneficial to share information about you, and the services you are receiving, with other individuals or service providers also involved in your care. You control what information is shared, and to whom, and you can withdraw your consent at any time.

Your consent to share information with other services is optional. If you agree, you will be asked to specify what type of information can be shared, and whether there are specific individuals or service providers that you would not like to share information with.

## 4. Consent to share anonymised data with the Department of Health

As the funder of the service, the Department of Health is interested in anonymised data which will be used for evaluation purposes to improve mental health services in Australia. This anonymised data includes information about you, such as your gender, date of birth and types of services received, but does not include any information that could identify you.

Your consent to share information with the Department of Health is optional.

Please indicate your consent to these conditions on the Adelaide PHNs Consent Form.