

# Kokoro Wellbeing Service Information



Kokoro Wellbeing  
Perinatal Mental Health

## Kokoro Wellbeing is not a crisis service

Kokoro Wellbeing is a sessional service, available 2 days per week. It is **not equipped to be a crisis service** and cannot respond to urgent or after-hours requests.

**If you, your baby or someone you love is in immediate danger, please call 000 or go to your nearest hospital emergency department. Other phone numbers listed at the end of this document.**

## Purpose of collecting and holding information

As part of providing services to you, Kokoro Wellbeing collects and records personal information from you, e.g. name, contact information, medical history and other relevant information. This is gathered as part of your service registration, assessment and treatment. It is kept securely to maintain your privacy and used only by your clinician. Your information is retained to document what happens during sessions and enables the clinician to plan and provide a relevant and informed service to you.

## Consequence of not providing personal information

If you don't wish for your personal information to be collected as described in this information, Kokoro Wellbeing may not be able to provide services to you if you request to be anonymous or to use a pseudonym. However, if Kokoro Wellbeing agrees to you being anonymous or using a pseudonym, you must provide credit card details for payment of fees at the time of the appointment.

## 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. You can ask your clinician about what is involved.

## Disclosure of personal information

Personal information gathered by Kokoro Wellbeing will not be disclosed except when:

1. it is subpoenaed by a court or otherwise required or authorised by law
2. failure to disclose the information would in the reasonable belief of the clinician, place you or another person at serious risk to life, health or safety
3. your prior approval has been obtained to:
  - a) provide a written report to another professional or agency. e.g. GP, lawyer
  - b) discuss the material with another person, e.g. a parent, employer or health provider
  - c) disclose the information in another way
4. you would reasonably expect your personal information to be disclosed to another professional or agency (e.g. GP) and 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 any others, 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.

## Electronic and SMS Communication

Kokoro Wellbeing will communicate with you via your email address for administrative information such as appointment times or receipts. You will receive appointment reminders via SMS to your phone. If you do not wish to receive email or SMS communication for this purpose, please inform your clinician.

## Telehealth

### *Requirement to provide contact details and location*

When services are provided by videoconference, the clinician needs to be able to contact support people in your locality should any issues arise. You will be asked to provide the name and contact details of at least 1 person known to you before services commence.

### *Privacy in online communications*

The privacy of any form of communication via the internet or a mobile device is potentially vulnerable and limited by the security of the technology. Zoom video conferencing will be employed and only transmits encrypted information. It does not persistently store information that is transmitted unless you authorise it to.

### **Transcription of Sessions**

Kokoro Wellbeing uses NovoNote to transcribe the notes obtained during the session as set out below:

- The recording may include your personal information, including sensitive information such as your health information.
- Your personal information will be treated with strict confidentiality, securely stored and encrypted.
- You may request a copy from your clinician at any time.
- The transcripts will be retained by your clinician as required by law and NovoNote will temporarily retain a copy for internal auditing purposes. The transcripts and any recording will be permanently deleted by Novonote thereafter.

Please refer to the NovoNote privacy policy here <https://novopsych.com/novonote-privacy-policy-security/>

### **Social Media**

Kokoro Wellbeing clinicians do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). This can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship.

### **Quality Assurance, Feedback and Complaints**

From time to time, you will receive an SMS requesting you to complete a short survey to provide feedback on your sessions with your clinician for the purpose of service improvement and is voluntary. You will be contacted for further follow up if you let us know you are unhappy with your experience so we can attempt to rectify the situation.

At any time, if you would like to submit feedback or a complaint, please contact Belinda Horton at [belinda@kokorowellbeing.au](mailto:belinda@kokorowellbeing.au) as the first point of call for resolution.

### **Fees**

**Medicare:** If you have a valid GP Mental Health Treatment Plan payment of the Medicare rebate for your standard session will be processed to Medicare. As part of this arrangement, you agree to the Assignment of your Medicare Benefits to your clinician in the consent form.

**Gap fee:** A valid credit card should be provided prior to the first appointment which is held securely as part of your client record. This credit card will be used to pay for the session fee gap and Medicare rebate (claimed following processing), any privately funded sessions, and cancellation fees if applicable (see paragraph below).

### **Cancellation Policy**

If, for any reason you need to cancel or postpone your appointment, please provide at least 24 business hours' notice (for Monday appointments this means the Friday before your appointment). If this notice is not provided and your appointment cannot be filled, you will be charged a cancellation fee. When frequent cancellations happen, delays in your treatment plan can occur and slowing your recovery.

To ensure you are able to cancel or reschedule in a timely manner, please do this via emailing Belinda Horton on [belinda@kokorowellbeing.au](mailto:belinda@kokorowellbeing.au) to cancel your appointment.

### **Crisis and afterhours support services**

- 000
- Lifeline [13 11 14](tel:131114)
- Beyond Blue [1300 22 4636](tel:1300224636)
- PANDA (Perinatal Anxiety & Depression Australia) [1300 726 306](tel:1300726306)
- 13YARN (First Nations crisis support) [13 92 76](tel:139276)
- 1800RESPECT (family & sexual violence) [1800 737 732](tel:1800737732)
- Suicide Call Back Service [1300 659 467](tel:1300659467)