

## Terms and Conditions

All persons associated with Towards Optimism Psychological Services, including psychologists, administration staff, other clients and visitors, have the right to safety and respect.

It is the responsibility of clients (and those supporting clients) to:

- Treat all Towards Optimism Psychological Services Team Members with courtesy and respect through all forms of communication (e.g., face to face, Telehealth, phone, or written).
- Follow directions and instructions of Towards Optimism Psychological Services Team Members when onsite to ensure the safety of yourself, other clients/visitors, and the psychologist.
- Do not attend the premises if you are under the influence of drugs or alcohol.
- In accordance with various legislation, we do not allow smoking or vaping on site.
- Children under the age of 16 must be supervised by a guardian/carer at all times while on site.

Towards Optimism Psychological Services have a **zero-tolerance** policy for abusive or aggressive behaviour towards any member of the team or other persons accessing Towards Optimism Psychological Services.

Abusive and/or aggressive behaviour may result in:

- Alterations in the way your treatment is provided (e.g., face to face may no longer be offered);
- Termination of services provided by Towards Optimism Psychological Services;
- Towards Optimism Psychological Services contacting SA Police.

### Availability of Psychologists

Our psychologists are not generally available outside of the agreed appointment time as they have are providing services to other clients. If you need to contact your psychologist outside of your appointment please phone 7080 2018 and leave a message with the administration team or contact your psychologist via email. Please note, the psychologist may be unable to respond to your request.

Towards Optimism Psychological Services is not an urgent mental health centre. If you require urgent or immediate mental health assistance, you will need to contact Mental Health Triage on 13 14 65 or other helplines (or follow your safety plan if you have one).