



# WHAT TO EXPECT WHEN YOU SEE AN UMBRELLA PSYCHOLOGIST

## WHAT HAPPENS AT THE FIRST APPOINTMENT?

The purpose of the first appointment is for the Umbrella psychologist to gain a thorough picture of your strengths, any difficulties you are having, and to understand the reasons for these difficulties. You can discuss both personal and work related issues.

Based on this information, your psychologist will talk with you about what they believe will be helpful moving forward and what this will involve. This process is collaborative. Together you will define the issues or challenges, discuss what support you will need to make effective changes and how you will be able to achieve your goals. You will always be treated with respect and care.

## IS THIS SERVICE REALLY CONFIDENTIAL?

Yes, at Umbrella we are mindful that the information we collect and hold is of a private and confidential nature. With respect to the collection, storage, and access to that information, we are bound by the rules of the Health Information Privacy Code and the Health Act. Importantly, no feedback will be given to your manager or anyone else in the organisation about your sessions unless this is clearly outlined at referral and you have full knowledge of this. If the psychologist feels that providing general feedback to your organisation would be useful this would be discussed with you, and only occur with your consent.

There are some exceptions to confidentiality such as when there are serious concerns for your own or another's safety, or when there is a legal duty to provide health information.

## HOW MANY SESSIONS CAN I HAVE?

This depends on how many your organisation has approved, which is detailed on your referral form. Your psychologist will discuss this with you at your first appointment.

## WHEN IS THE PSYCHOLOGIST AVAILABLE?

The Umbrella office is open during business hours, Monday to Friday.

Your psychologist will let you know their own personal working hours.

## HOW DO I MAKE AN APPOINTMENT?

You can call the Umbrella 0800 number (0800 643 000) during office hours and make an appointment through the Business Manager Rebecca or email [office@umbrella.org.nz](mailto:office@umbrella.org.nz)

## WHAT IF I'D LIKE TO SPEAK WITH SOMEONE RIGHT AWAY?

The Umbrella service is not set up to provide an urgent service.

If you are experiencing a personal or mental health crisis and need immediate help call one of the following numbers:

111 for emergency services or go to your nearest hospital emergency department (ED).

or phone your local DHB Mental Health Crisis Resolution Service. You can select your DHB for contact numbers here or ring Healthline 0800 611 116.

### Telephone counselling services:

Free call or text 1737 any time for support from a trained counsellor.

Lifeline	0800 543 354 or (09) 522 2999 or Free text 4357 (HELP)
Youthline	0800 376 633
Samaritans	0800 726 666
Suicide Crisis Helpline	0508 828 865
Drug and Alcohol Helpline	0800 787 797

## HOW LONG IS AN APPOINTMENT?

All Umbrella appointments are 50 minutes long.

## ARE PSYCHOLOGISTS BOUND BY ANY RULES OF CONDUCT?

All our psychologists are registered with the New Zealand Psychologist Board and are required to practice in accordance with the Psychologist Board's Code of Ethics.

[www.psychologistsboard.org.nz/home](http://www.psychologistsboard.org.nz/home)

## CANCELLATION POLICY

We recognise that cancellations are sometimes inevitable. If it is necessary to change your appointment please give 24 hours notice, or we will need to charge your organisation for the missed appointment.