



Whakaora

EMDR RECOVERY GROUP

This group therapy session is offered as a stand-alone service for participants and does not explicitly or implicitly establish a therapist-patient relationship between any Whakaora provider and any participants. This group therapy session is not a substitute for ongoing mental health support, which is available via your GP, your EAP provider, and your local mental health team. This group therapy session is not intended as a crisis mental health service, and no provision is made for assisting individuals in crisis. If you are in an immediate crisis, please ring 111.

Participants agree to hold all Whakaora providers harmless for services rendered during this group therapy session to the fullest extent permitted by New Zealand law. All Whakaora providers are registered clinical psychologists in New Zealand, and any concerns regarding their conduct can be raised first with Whakaora at info@whakaora.org and/or with the [New Zealand Psychology Board](#). All statements below pertain to all Whakaora providers, and the term "we" is used in a general sense.

Professional records

We will retain records of our sessions, which may include audio or video recordings, as allowed by law. You may have access to your records unless we have reason to believe that information in your records will cause you harm. We will provide copies of your records for a reasonable fee. We are bound to maintain copies of your records for seven years from the date of the group session.

Telehealth statement

Telehealth in this context is understood to mean a video call that functions in the same way as a face-to-face session. The same confidentiality and privacy rules apply to telehealth appointments, regardless of the means of communication used. It is important to note that all digital communications carry some risk, and by agreeing to this disclosure you are giving your informed consent to sessions via telehealth with Whakaora. To the extent permissible by New Zealand law, you indemnify and hold harmless all Whakaora providers for any inadvertent lapses in digital security that may arise in the course of telehealth sessions.

When using technology for communication, there is a risk that it may be forwarded, intercepted, circulated, stored, or even changed, and the security of the devices used may be compromised. Although Whakaora will make reasonable efforts to protect the privacy and security of all electronic communication, it is not possible to completely secure information. When using technology it is important to be aware that family, friends, co-workers, employers, and even hackers may have access to any technology, devices, or applications that you are using. Whakaora encourages you to only communicate through a computer, or any other device, that you know is safe and secure. You are responsible for reviewing the privacy settings and agreement terms of any applications or technology that you use. Telehealth sessions should not be viewed as a substitute for face-to-face therapy. It is an alternative form of treatment with certain limitations. By signing this document, you agree that you understand that telehealth sessions may be subject to disruptions in the service and quality of the technology used and may not be appropriate if you are having a crisis, acute psychosis, or suicidal or homicidal thoughts.



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Please contact Whakaora regarding the use of telehealth and any privacy or confidentiality concerns you may have.

Client agreement

By signing this form, you agree to:

- Avoid using mind altering substances prior to, during and preferably after sessions.
- Dress appropriately during sessions, as you would if you were attending a face-to-face session.
- Hold the session in a room that is appropriate for a web-based session, such as a home office.
 - Where possible, avoid therapy sessions from the bedroom, as boundary issues can arise.
 - If you do not have a secure room other than your bedroom, please discuss this with Whakaora.
 - Under no circumstances is it appropriate to hold telehealth appointments from the bathroom, in a public setting, or in a place where your conversation can be overheard (i.e., the lounge with your flatmates present).
- Do not have anyone else in the room unless you first discuss this with Whakaora.
- Not engage in any other activities while in session, such as driving or eating.
- Not bring any weapons of any kind to your session.
- Not record sessions without first obtaining Whakaora's approval.
- Be located within New Zealand (unless previously discussed with Whakaora).
- Have a parent or guardian present with minors, unless otherwise agreed upon with Whakaora.

Plan in case of technology failure

Sometimes technological failures can arise before or during a telehealth session. The most reliable backup is a phone. It is recommended that you always have a phone available before and during your session. If you get disconnected from a telehealth session, end and restart the session. If we do not hear from you, you give permission for Whakaora to call you on the number you provided in order to re-establish the telehealth session. It is your responsibility to ensure that we have the correct and best contact number for you.

Confidentiality statement

Except as required by law, information revealed during sessions and in psychological testing will be kept strictly confidential by Whakaora and will not be revealed to any person or agency without your written permission. Your results may be used in a de-identified manner for research purposes and to demonstrate the effectiveness of group EMDR treatments. Your name, image, or likeness will not be used without your express written permission.

In a very small number of situations, therapists are legally required to reveal information obtained during sessions to other persons or agencies without your permission. For example, if you threaten bodily harm or death to yourself or another person, Whakaora is required, by law, to act in a responsible manner to inform or protect the intended victim or individual. If a court of law issues a legitimate request, Whakaora is required to provide the information specifically described in the order. If there is a victim of child or elder abuse of physical and/or sexual nature, Whakaora is required to act responsibly and report such incidents to the appropriate authorities, which may include government agencies or law enforcement.



Although clients are encouraged to discuss any concerns with Whakaora, you may file a complaint against Whakaora with the organisations above should you feel that Whakaora has violated the code of ethics. Whakaora abide by the New Zealand Psychologist's Board Code of Ethics.

ACC Client Information

As an ACC client, you have particular rights and obligations. These terms are generic in nature, and all participants are encouraged to discuss them with a Lead Provider or ACC Recovery Partner as needed. Specific regulations cover ACC funding for group therapy sessions, which may include the allocation of a specified number of hours for a therapy programme such as Whakaora. These hours are allocated by ACC to Whakaora, and they are considered to be "used" or "spent" regardless of whether you attend sessions with Whakaora. You may have a limited number of hours per year, and if you enrol in Whakaora you may not be able to enrol in another program during the same year. By enrolling in Whakaora, you acknowledge that we will use your allocated hours unless your lead provider notifies ACC that you are withdrawing from Whakaora prior to the start of your time with us. Once you have begun sessions with Whakaora, your allocated hours will be used unless otherwise agreed with ACC.

You are also responsible for notifying your Lead Provider of any changes to your mental or physical wellbeing during the course of your time with Whakaora. We will, at our discretion and using our best clinical judgement, contact your Lead Provider on your behalf in certain circumstances. Situations where we may contact your Lead Provider include, but are not limited to, concerns for your safety, inappropriate behaviour during sessions, disengagement from sessions, and other situations that we deem prudent to notify your Lead Provider.

Your signature and what it means.

Your electronic signature on the intake assessment or acknowledgement forms indicates that you have read the information in this document and that you agree to abide by these terms during your professional relationship with Whakaora. Please feel free to ask questions or voice any concerns at any time.