

# Information for Clients



## **What is art therapy?**

Art therapy is a type of psychotherapy where you can use art materials to address mental health and emotional problems, you do not need to have any skills or experience in art to do art therapy because the focus is on the process of making the art rather than the finished image. Art therapy is delivered by an art therapist with a minimum of 2 years postgraduate training in art therapy and an undergraduate degree in a related profession. At Pelican Arts, we do art therapy with individuals on a 1-1 basis.

## **Can I do 1-1 art therapy if I am engaged with another mental health professional?**

Art therapy is informed by a diverse range of therapeutic approaches that may also be used by psychologists, mental health social workers and counsellors. Engaging with more than one therapist can be confusing for the client and even counter-therapeutic. If you choose to do art therapy while working with another mental health professional we strongly recommend that you provide consent to share information, this will enable us to take the most compatible therapeutic approach and manage risk.

## **What is the difference between an art group and art therapy?**

At Pelican Arts we also run art groups where the main focus is exploring the use of art materials. Unless otherwise stated our groups are social opportunities not designed to address serious psychological problems. Many people find that that making art with other people in a supportive, stress free environment is beneficial to their well-being.

## **Pelican Arts respects your choices.**

No one can force you come to art therapy and in the sessions we will not make you create an artwork you do not want to make. Often in the session the therapist will suggest an activity, if you feel uncomfortable about the activity or would prefer to do something else please tell the therapist.

## **Confidentiality.**

We keep your name and contact details on your consumer record. Other details such as case notes, care plan and information about the services you receive are recorded each time you visit. Your information can only be seen by the professionals in this service involved in your care. We only release information about you if you agree or if required by law, such as in a medical emergency or if we believe yourself or another person is at risk of serious harm. For more information on privacy refer to the document titled *Your information It's private*.

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## What happens to the artwork?

Any artwork you create belongs to you, it should not be photographed, published or displayed without your consent. Pelican Arts may keep low resolution digital images of artworks along with your case notes and are treated as confidential clinical material.

We may ask you to keep the artwork at our studio for an agreed period of time. Reasonable care will be taken to ensure the work is kept confidential and safe from damage. At the end of therapy you will be asked to take the artwork with you.

## Child safety

Pelican arts believes all children should be safe, happy, and empowered. We are committed to preventing child abuse and identifying risks early. The safety of children and young people is everyone's responsibility.

## Equality

Pelican Arts values the contribution that all people make to society regardless of their background. If you think you are being ignored, made to feel uncomfortable or discriminated against because of your age, gender, sexuality, culture religion or abilities please bring this to our attention so we can address the issue.

## How do I make a complaint or suggestion?

It is important to us that we provide the best service possible to our clients and we will always listen to you no matter how big or small the problem is. You can speak with us directly, through a support person, in writing or you can ask for a complaints form. We will try to keep you informed about what we are doing about your suggestion or problem and may ask for more feedback from you. You also have the right to make a formal complaint to the Australian New Zealand Asia Creative Arts Therapy Association, the Mental Health Complaints Commissioner in your state or the NDIS.