

MENTAL HEALTH REFERRAL SUPPORT PROCESS

Frequently Asked Question

Answer

Who should I seek support from if I have a health/wellbeing issue?

You can reach out to the registered psychologist or registered medical health professional associated with your sport. If there is no lead, then you can contact the [HOD Psychology](#) or [HOD Medicine](#). You can also access support and referrals from your GP or contact Athlete EAP Habit Health (0800 327 669).

What happens when I seek support from a registered psychologist or registered medical health professional?

Those individuals will listen, professionally evaluate your needs, and provide tailored support that is done in collaboration with you.

What is the difference between seeking support from a registered psychologist or registered medical health professional, and someone else like another staff member, athlete, or friend?

Registered psychologists and registered medical health professionals have completed extensive professional education and training specifically designed to support your mental health and wellbeing needs. These individuals also have professional obligations to limit the disclosure of your identity, condition or treatment, and any data entrusted to them during assessment, diagnosis, and treatment. If you initially reach out to someone else (like another staff member), they can help to connect you with someone who can best support your needs.

Who knows about my situation if I seek support from a registered psychologist or registered medical health professional?

Psychologists and medical health professionals have professional obligations to limit the disclosure of your identity, condition or treatment, and any data entrusted to them during assessment, diagnosis, and treatment (Confidential Information). Confidential Information would only be shared where there is documented consent from you, or if there is an ethical or legal obligation (e.g., risk of harm to yourself or others).

Am I obligated to tell my coach or others if I seek support from a registered psychologist or registered medical health professional?

No. Psychologists and medical health professionals have professional obligations to limit the disclosure of your identity, condition or treatment, and any data entrusted to them during assessment, diagnosis, and treatment (Confidential Information).

Would there be a situation where I am encouraged or it is necessary to share information with others beyond the registered psychologist or registered medical health professional?

Confidential Information can only be shared where there is documented consent from you, or if there is an ethical or legal obligation (e.g., risk of harm to yourself or others).
From time to time, it may be necessary to share Confidential Information with third parties (e.g., to ensure that you receive appropriate interdisciplinary support).
All other athlete/client information is protected in compliance with the [Privacy Act 2020](#), and may be shared in accordance with the [Athlete Privacy Statement](#).

Note: These FAQs are aligned to the HPSNZ Mental Health Referral Decision Tree. Registered psychologists and registered medical health professionals refer to individuals employed by HPSNZ.

See also [HPSNZ Sport Psychology](#) and [HPSNZ Athlete Mental Health and Performance: A Systems Approach 2024 - 2028](#)