



PALM TREE COVERING

PALM TREE PRACTICAL RESOURCE 1 OF 11

My Mental Health Appointment Passport

My words. My choices. My next steps.

A practical guide to help you prepare for a GP, psychologist, psychiatrist or community mental health appointment, explain what matters to you and remember what happens next.

TAKE IT WITH YOU | WRITE IN YOUR OWN WORDS | SHARE ONLY WHAT YOU CHOOSE

How to Use This Passport

A private preparation tool that belongs to you

i

You do not need to complete every section. Use the pages that feel helpful. You can write, draw, use short words or ask a trusted person to help. This resource is not a medical record unless you choose to give a copy to a service.

1

Before

Record what you have noticed and what you want help with.

2

During

Use your notes so you do not have to remember everything at once.

3

After

Write down what was agreed, who will make contact and the next date.

4

Keep safe

Store this resource privately because it may contain personal information.

YOUR CHOICE AND PRIVACY

People I am comfortable sharing this with

Palm Tree scope: This resource supports preparation and communication. It does not diagnose, assess risk, provide treatment, replace professional care or provide crisis support.

My Words

Explaining what is happening without needing clinical language

WHY I MADE THIS APPOINTMENT

What I would most like help with

THE WORDS OR EXPRESSIONS I USE

You might describe distress through emotions, thoughts, body sensations, relationships, faith or changes in everyday life. Your words are valid even when you do not know a diagnosis.

pressure

heavy heart

not myself

cannot switch off

tired in my body

disconnected

spiritual concern

unsafe

In my own words, it feels like...

What I Have Noticed

Changes, timing and the effect on everyday life

SL Sleep

sleeping less, more, waking often or nightmares

BD Body and energy

pain, tension, tiredness, appetite or unexplained symptoms

TH Thoughts and feelings

worry, sadness, anger, numbness, confusion or feeling overwhelmed

RT Routines and behaviour

withdrawing, using substances, taking risks or stopping usual activities

RL Relationships

conflict, isolation, mistrust or difficulty connecting

DL Daily life

work, study, parenting, caring, faith practices or self-care

When did I first notice the change?

Is it improving, staying the same or getting worse?

☐ Improving

☐ Same

☐ Worsening

EFFECT ON DAILY LIFE

Circle one number: 0 means no effect and 10 means I cannot manage usual daily activities.

0

1

2

3

4

5

6

7

8

9

10



If there is immediate danger, serious harm or a life-threatening emergency, call Triple Zero (000) or go to the nearest emergency department.

What Matters to Me

Culture, identity, language, safety and participation

A respectful appointment makes room for the person's own meaning, culture, family, faith, identity and choices. These should guide curiosity, not assumptions.

My preferred language

Name and pronouns I use

Culture, faith, family or identity considerations

What helps me feel safe and respected

Communication preferences

- | | |
|---|--|
| ☐ I would like a qualified interpreter | ☐ Please explain information slowly |
| ☐ I would like written or visual information | ☐ Please check that I understood |
| ☐ I want a support person present | ☐ I need time before making decisions |

Interpreter reminder: A qualified interpreter can support accurate communication. The GP or other qualified professional remains responsible for clinical assessment, treatment decisions, safety planning and risk management.

My Care and Medicines

Information that may help the professional understand the whole picture

MEDICINES AND SUPPLEMENTS

Name	Dose	Why I take it	Questions or concerns

OTHER HEALTH INFORMATION

Physical health conditions, allergies or recent changes

Alcohol, tobacco or other substances I want to discuss

WHAT I HAVE ALREADY TRIED

What has helped

What did not help or caused concern

Do not stop or change prescribed medicine without speaking with the prescribing professional. Ask about benefits, side effects, interactions, alternatives and what to do if you miss a dose.

Questions I Want to Ask

Choose the questions that matter to you

Understanding

- ☐ What do you think may be contributing to how I feel?
- ☐ Could a physical health issue or medicine be affecting this?
- ☐ What information do you still need from me?

Options

- ☐ What support or treatment options are available?
- ☐ What are the likely benefits, risks and alternatives?
- ☐ How long might it take before I notice a change?

Access and cost

- ☐ Do I need a Mental Health Treatment Plan or referral?
- ☐ What will I pay, and is bulk billing or low-cost care available?
- ☐ Is there a waitlist, interpreter access or telehealth option?

Privacy and involvement

- ☐ Who can see the information recorded today?
- ☐ What can be shared with family, carers or another service?
- ☐ How can a support person be involved in a way I choose?

MY OWN QUESTIONS

My Appointment Plan

Recording decisions, responsibilities and next steps

In my own words, this is what we discussed

Support or treatment agreed

Referral, prescription or test provided

What I will do next

What the service or professional will do

Follow-up details

Date: _____ Time: _____

Place / phone / video link: _____

Teach-back: the plan in my own words

Supporting with CARE

Walk alongside the person without diagnosing or taking over

C

Connect and Create Safety

Ask permission, choose a private setting and explain your role.

You could say: "Would it be okay if we talked for a few minutes?"

A

Ask and Understand

Use open questions, listen to the person's meaning and check your understanding.

You could say: "What has this been like for you?"

R

Respond with Compassion

Acknowledge the experience, avoid judgement and support the person's choices.

You could say: "Thank you for telling me. We can take this one step at a time."

E

Engage Support

Offer practical options, agree on the next step and support a warm connection where wanted.

You could say: "Would you like help making the appointment or writing your questions?"

Stay within your role: Do not diagnose, promise confidentiality you cannot provide, pressure disclosure, speak for the person or take responsibility for clinical decisions. Seek qualified or urgent help when needed.

When Support Is Urgent

Immediate pathways, Palm Tree scope and verified sources



Immediate danger or a life-threatening emergency: Call Triple Zero (000) or go to the nearest emergency department.



Lifeline | 13 11 14
24/7 crisis support



Suicide Call Back Service | 1300 659 467
24/7 professional counselling



1800RESPECT | 1800 737 732
Domestic, family and sexual violence support



Medicare Mental Health | 1800 595 212
Information and connection to mental health support

Palm Tree Covering scope

Palm Tree Covering provides mental health education, training and pathways-to-support information. We do not provide counselling, therapy, diagnosis, clinical assessment, case management or crisis care.

OFFICIAL SOURCES

Current official links are listed on the following page.

Together We CARE. Together We Connect.

Mental Health Literacy Made Accessible For All Communities.

palmtreecovering.com.au

Appointment passport sources

Official information reviewed 26 September 2026

Healthdirect Australia

Talking to your doctor about mental health

[Visit official source](#)

Healthdirect Australia

Mental health treatment plan

[Visit official source](#)

Services Australia

Mental health care and Medicare

[Visit official source](#)

Medicare Mental Health

Information, local supports and phone service

[Visit official source](#)

Lifeline Australia

Crisis contact details and support pathways

[Visit official source](#)

Suicide Call Back Service

Counselling and official contact details

[Visit official source](#)

1800RESPECT

Domestic, family and sexual violence support

[Visit official source](#)

Service eligibility, availability and phone details can change. Verify before sharing.

Education and navigation information only; no diagnosis, counselling or crisis care.