

Consent to the Use of AI in Your Mental Health Care

Mental Health client consent form for BastionGPT, Australia · [Practice or clinician name]

[Practice or clinician name] uses BastionGPT, a secure artificial intelligence (AI) assistant built for healthcare, to help our team with clinical documentation. This form explains how we use BastionGPT, what it means for your personal information, and the choices you have, in keeping with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs) and the health-records law of our state or territory. Please read it, ask us anything that is unclear, and let us know your choices at the end. Saying no will not affect the care you receive.

What BastionGPT is and how we may use it

BastionGPT is a private, healthcare-only AI service used by clinicians. It never makes decisions about your care. Your clinician decides how it is used and remains responsible for everything in your record. Depending on how you and your clinician agree to use it, BastionGPT may:

- Draft session notes, treatment plans and other clinical documents from your clinician's own notes or dictation.
- Record and transcribe your sessions, but only if you agree to that below, so your clinician can give you full attention instead of typing.
- Summarise documents you or other providers share with us, such as intake forms or prior records.
- Draft letters, summaries and educational materials for you.

Every draft BastionGPT produces is reviewed, corrected where needed and approved by your clinician before it becomes part of your record. Nothing is filed automatically.

Audio recording and transcription of sessions

If you agree, your clinician may use BastionGPT to record the audio of your session and produce a transcript and a draft note. The recording is used only to prepare your clinical documentation. Recording captures everyone who speaks in the room, so we will tell you before recording starts, and you can ask us to pause or stop at any time. Recordings and transcripts are kept for [30] days [insert your practice's retention period] and are then permanently deleted. Your approved note stays in your record in the usual way.

How your information is protected

- BastionGPT handles personal information for our practice under a written agreement that requires it to protect your information in line with Australian privacy law and to use it only to provide the service to us.
- Your information is encrypted while it travels to BastionGPT and while it is stored.
- Your information is never used to train AI models, is never sold, and is never used for advertising or marketing.
- BastionGPT hosts Australian customer accounts in Australia.
- Your recordings, transcripts and drafts stay inside our practice's secure BastionGPT account and are used only by your care team.
- Your clinician checks every AI draft for accuracy before it is filed.

Benefits and limits

Benefits. Your clinician can focus on you rather than on note-taking during the session. Notes and treatment plans are more complete and consistent. Letters and summaries reach you sooner.

Limits and risks. AI drafts can contain errors or miss context, which is why your clinician reviews every draft before it is filed. No technology is entirely free of security risk; encryption, contracts and strict access limits reduce that risk. AI is a support tool and does not replace your clinician's judgement.

Your rights and choices

- You can say no to any use of BastionGPT, now or later, and your care will be the same. We will document your sessions in another way.
- You can withdraw your consent at any time, verbally or in writing. We will stop using BastionGPT for your care from that point on.
- You can ask us to pause or stop recording at any time during a session.

- You can ask to see any AI-assisted note or document about you. You have the right to access the personal information we hold about you and to ask us to correct it.
- If you have a privacy concern, please speak with our privacy contact: [Name, phone, email]. You may also contact the Office of the Australian Information Commissioner (OAIC): 1300 363 992, enquiries@oaic.gov.au, oaic.gov.au, or your state or territory health complaints body.

Your consent

Please tick each statement you agree with:

- ☐ I consent to [Practice or clinician name] using BastionGPT to help draft my clinical documents from my clinician's notes and dictation.
- ☐ I consent to my sessions being audio-recorded and transcribed with BastionGPT so my clinician can prepare my documentation. I understand recordings and transcripts are deleted after the retention period stated above, and that I can ask for recording to stop at any time.
- ☐ I do not consent to audio recording. My clinician may still use BastionGPT with typed or dictated notes only, if I have ticked the first box.

By signing below I confirm that I have read this form (or had it read to me), that my questions have been answered, and that I understand I can decline or withdraw at any time without affecting my care.

Client name (printed)	Date of birth
Client signature	Date
Parent, guardian or substitute decision-maker (if applicable): name and relationship	Signature and date
Clinician name and signature	Date

- ☐ Verbal consent obtained on [date] by [clinician initials] and recorded in the client's record.

For the practice (delete this box before giving the form to a client)

- Fill in every [bracketed] item, delete any use of BastionGPT your practice does not offer, and adapt the wording to your setting. Give or read the form before BastionGPT is used for the first time, keep the signed copy (or the note of verbal consent) in the record, and ask again if you start a new use such as recording.
- Ahpra's guidance, Meeting your professional obligations when using Artificial Intelligence in healthcare, expects practitioners to tell patients when AI is used and to obtain informed consent before patient information is entered into an AI tool or a consultation is recorded.
- State and territory surveillance-devices and listening-devices laws make it an offence in several jurisdictions to record a private conversation without the consent of the people taking part. Obtain consent before recording starts and note it in the record for each consultation (medical defence organisations recommend a brief verbal confirmation at each visit).
- Insert your state or territory health-records law (for example the Health Records Act 2001 (Vic) or the Health Records and Information Privacy Act 2002 (NSW)) where relevant.
- This template was prepared by Bastion Intelligence (BastionGPT) and last updated August 2026. It is general information, not legal advice. Have your own counsel or compliance lead review the final version.