



Certified Clinical Telemental Health Provider (CTMH) Certification Standards
Application Standards for Practicing Professionals in Australia and New Zealand

1.0 Professional Standards

1.1 Nationally registered, credentialed or member of the association noted:

- Registered Psychologist
 - Hold a general designation and/or with endorsement
 - Hold a registration with New Zealand Psychologists Board AND hold a practising certification
- Registered Counsellor
 - Be a Level 2, 3 or 4 member of the Australian Counselling Association (ACA)
 - Be a full member of the New Zealand Association of Counsellors
 - Be a Clinical member of the Psychotherapy and Counselling Federation of Australia (PACFA)
- Social Worker
 - Be a member of the Australian Association of Social Workers
 - Hold a Practising Certificate with the Social Workers Registration Board
- Psychiatrist
 - Be accredited by the Royal Australian & New Zealand College of Psychiatrists
- Credentialed mental health nurse
- Registered nurse practitioner (NP)
- Advanced practice nurse (APN)
- Doctor of Medicine (MD)
 - Hold a General or Specialist registration with the Medical Board of Australia
 - Hold a practising certificate and be registered with the Medical Council of New Zealand

For all professions: Provisional or student registration does not meet the standards for Certification.

Other applicants: Registered or credentialed professionals whose professional scope of practice allows them to diagnose and provide clinical mental health treatment plans for mental health disorders AND have met the registration or credentialing requirements in Australia or New Zealand are welcome to apply. If you are unsure whether your professional background meets the standards for Certification, please email a copy of your educational background, professional scope of practice, membership or registration and CV to info@evergreencertifications.com

1.2 The applicant must:

- Be in good standing with the State or National Board, Registry or Organization that represents their profession, including not being on probationary status for any reason.
- Not have been ethically or professionally denied application to or renewal of his/her professional membership or registration in local, state or national associations to which he/she is qualified within the past 5 years.
- Not have had his/her professional or medical privileges restricted, revoked, or revised in any formal institutional setting (e.g., hospital, clinic or other clinical setting) based upon professional malpractice within the last 5 years.

2.0 Educational Standards

2.1 The candidate must meet the following education criteria (total minimum of 12 CPD hours at a post-graduate level):

- Benefits, risks and dependency issues of using telemental health and the internet in general
- Current research around the evidence for and pitfalls of telemental health
- Legal and ethical issues
 - Knowledge and review of your Code of Ethics

- Legal implications of practising across state lines
- Client privacy and data security considerations
- Health Records and Information Privacy Act (2012) - AU and Health Information Privacy Code (1994)- New Zealand compliance
- Boundary issues
- Multicultural issues
- The practice of clinical telemental health
 - Adapting counselling/therapy theory and techniques to telemental health, including termination of counselling/therapy
 - Screening for suitability for your client
 - Policies and procedures that protect yourself and the client
 - Informed consent
 - Intake processes
 - Emergency and crisis action plans
 - Delivery methods and platforms
 - Technology competence for the clinician
 - Telemental health as a business, including billing considerations

2.2 Examples of suitable education sources include, but are not limited to:

- Post-Graduate level coursework from an accredited college or university as documented by a copy of the course syllabus and a transcript showing completion of the course
- Approved CPD as documented by certificates of completion from training organization

3.0 Post-Educational Exam

As part of the educational process, the applicant must complete a post test/exam and score at least an 80% on the exam.

4.0 Required Documentation for Certification Eligibility

1. A copy of the applicant's professional registration, credential or membership
2. Copies of completion of training as outline in the Educational Standards
3. Payment of certification application fee

Evergreen Certifications will certify candidates who meet the above requirements.

Please note: Certification does not imply endorsement of clinical competency. As a professional, you are responsible for reviewing the scope of practice, including activities that are defined in law as beyond the boundaries of practice in accordance with and in compliance with your profession's standards.

5.0 Required Documentation for Renewal of Certification

To maintain Certification, a reapplication is required. The steps to re-apply for a 1-year reapplication are as follows:

1. Submit, via email, to info@evergreencertifications.com
 - a. A copy of your professional registration, credential or membership
 - b. Completion certificate for four (4) CPD hours of post-graduate level training in any of the following topics:
 - i. Online/distance therapy

- ii. Law and Ethics
 - iii. Privacy compliance
2. Payment of re-certification application fee

Re-certification training hours need to have been taken in the time since you were last certified or recertified. Renewals are calculated from the date that your Certification was issued. If you allow your Certification to lapse for more than 1 year, you are no longer eligible to renew your Certification and instead can reapply for Certification.