

Adverse Behaviours in Clinicians (ABC-11)

Please tick the appropriate answer to each of the following questions based on your experience when accessing mental health services.

Service(s) Accessed: _____	Yes	No
<p>1. Have you felt criticised or been verbally attacked by any mental health professionals?</p> <p>Some examples:</p> <ul style="list-style-type: none"> • Repeatedly telling you that your thoughts or feelings were wrong. • Raised their voice at you. • Made unkind comments about your struggles. • Used offensive or discriminatory language or stereotypes (i.e about your age, race, gender, culture or religion). • Made fun of your difficulties. 	<input type="checkbox"/>	<input type="checkbox"/>
<p>2. Have any mental health professionals used pressure tactics, guilt trips, or threats to influence your choices or decisions (including about treatments)?</p> <p>Some examples:</p> <ul style="list-style-type: none"> • Made you feel like you had no choice but to follow their advice. • Pushing you to make treatment decisions without giving you choices or explaining your options. • Made you feel guilty for considering other treatments or services. • Threatening to stop your mental health support if you did not do what they wanted. • Giving you ultimatums to make you comply with their recommendations. 	<input type="checkbox"/>	<input type="checkbox"/>
<p>3. Have you encountered any mental health professionals who abused their authority, consistently claimed to be 'right', told you what to do, or spoke negatively about you to other people?</p> <p>Some examples:</p> <ul style="list-style-type: none"> • Acted like their way was the only right way, dismissing your ideas and opinions. • Talked down to you, acted superior and belittled you. • Told you how to think or feel on a regular basis. • Spoke or wrote letters to other professionals in a way that made you look bad. • In group therapy, publicly criticising or making fun of what you shared. 	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Have any mental health professionals disrespected you, interrupted you, not listened to your concerns, twisted your words, or criticised your friends or family?</p> <p>Some examples:</p> <ul style="list-style-type: none"> • Often interrupting you when you were speaking during appointments. • Treating you differently because of your gender, age, religion or culture. • Talking over you and not letting you finish your sentences. • Disregarding your opinions and needs and treating you as if they are wrong. • Ignoring what you said, dismissing your concerns, or twisting your words. • Speaking negatively about your friends or family, making you uncomfortable. 	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
<p>5. Have you experienced breaches of trust by a mental health professional, such as them behaving in a way that is unexpected and hurtful towards you?</p> <p>Some examples:</p> <ul style="list-style-type: none"> • Not telling you about important information or decisions (such as a diagnosis). • Sharing information or their opinions with other professionals without you knowing. • Breaking confidentiality by discussing your care with others who were not involved. • Invading your privacy by accessing your personal information without consent. • Displaying jealousy or crossing professional boundaries during your sessions. • Attempted to have an inappropriate relationship or physical contact with you. 	<input type="checkbox"/>	<input type="checkbox"/>
<p>6. Have any mental health professionals failed to follow through on agreements, broken their promises or prioritised their own plans over your needs and wellbeing?</p> <p>Some examples:</p> <ul style="list-style-type: none"> • Making promises about your treatment but not keeping them. • Changing your treatment plan or medications without informing you. • Not sticking to the agreed-upon treatment schedule or number of sessions. • Their commitments or preferences were more important than your scheduled appointments or goals. • Cancelling or rescheduling appointments without giving you enough notice. • Not offering appointments for a very long time without an explanation. 	<input type="checkbox"/>	<input type="checkbox"/>
<p>7. Have any mental health professionals withheld emotional support, not expressed their own feelings or opinions to you, failed to provide support or compliments, or ignored your rights and feelings?</p> <p>Some examples:</p> <ul style="list-style-type: none"> • Not showing understanding or support during your appointments or when you contact them. • Compliments or positive feedback were infrequent or nonexistent. • Not seeming to care about your rights or feelings, focusing only on their own agenda. • Rarely providing encouragement or emotional support. • Not acknowledging your progress, achievements or strengths. 	<input type="checkbox"/>	<input type="checkbox"/>
<p>8. Have mental health professionals minimised, denied, or blamed you when their behaviour, medications or therapies are not helpful (or have been harmful to you) and so did not take your concerns seriously?</p> <p>Some examples:</p> <ul style="list-style-type: none"> • Blaming you when their treatments are not helpful or cause you harm. • Refusing to acknowledge if they made a mistake (including misdiagnosis). • Denying that their actions or treatment decisions had a negative impact on you. • Downplaying or denying their problematic behaviours or blaming them on you. • Dismissing your concerns as insignificant or only your 'perception'. 	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
9. Have any mental health professionals attempted to control your financial resources or decisions? Some examples: <ul style="list-style-type: none"> • Attempting to influence your spending decisions. • Trying to limit or restrict your access to your own money. • Not providing helpful supporting information for welfare / benefits assessments. • Preventing you from being able to work because of a lack of access to services or making incorrect treatment decisions that prolonged your recovery. 	<input type="checkbox"/>	<input type="checkbox"/>
10. Have any mental health professionals made you feel isolated from your family, friends, other healthcare professionals or denied you access to other services or treatments? Some examples: <ul style="list-style-type: none"> • Making it difficult or impossible for you to access other healthcare services or treatments by creating barriers, withholding necessary information or not making referrals for you. • Distancing you from other healthcare professionals or treatment options, implying that they were the only source of support or treatment you needed. • Making it difficult for you to spend time with loved ones or telling you not to see them. • Not considering or involving loved ones in your treatment plan or care. • Reacting negatively to input or opinions from your friends and family about your needs and healthcare. • Failing to support you to leave harmful relationships and create new ones. 	<input type="checkbox"/>	<input type="checkbox"/>
11. Have any mental health professionals engaged in harassing behaviour, such as making unwanted phone calls or visits? Some examples: <ul style="list-style-type: none"> • Unwanted phone calls, text messages, or emails that were not required for your healthcare. • Visited your home without your consent. 	<input type="checkbox"/>	<input type="checkbox"/>
Total		

Date Completed: ____ / ____ / ____