



FREQUENTLY ASKED QUESTIONS

Are Counselling and psychology the same?

Counselling and Psychology differ in their approach to mental health. Psychology involves a broader range of mental health issues including diagnosis and treatment of mental illness and mental disorders. Whilst counselling focuses on mental health challenges, providing support and guidance to help clients focus on practical issues and develop coping strategies. Counselling does not involve formal diagnosis or assessments of mental illness or disorders, but rather emphasises a person-centred approach, focused on the client's individual perspective, experiences, and goals.

If I believe that your presenting conditions require a psychological intervention, then I will refer you to an appropriate specialist for further support and assistance.

What is counselling and how does it work?

Counselling is a form of talk therapy that can help improve mental health and wellbeing by providing individuals with a safe and supportive environment to explore their thoughts, feelings and behaviours. Through counselling, individuals can gain insight into their mental health issues, develop coping skills and work through their problems in a constructive and positive way. One of the main benefits of counselling is the opportunity to talk to a trained professional who can provide empathy, understanding and guidance. A Counsellor can help individuals understand their emotions and thoughts and provide them with the tools and strategies to help them manage them in a healthy way.

How long does counselling take?

The length of Counselling can vary depending on the individual and their specific challenges, requirements and goals. Some people may only need a few sessions, while others may need ongoing counselling for an extended

period of time. Your Counsellor will discuss this with you during your initial consultation session.

How often should I attend counselling?

The frequency of counselling sessions can vary depending on the individual and their specific needs. Some people may need to attend weekly sessions, while others may only need to attend sessions every other week or once a month.

What if I want to stop counselling?

You can stop counselling at any time and all you have to do is let me know. There is no obligation or pressure to continue sessions. Similarly, if I feel that a referral to a specialist may be more suited to addressing your needs then I will discuss this further with you.

How are counselling sessions delivered?

Counselling is offered in-person in Nubeena or through telehealth.

Is it normal to feel nervous about attending counselling?

It is normal to feel nervous about taking the first step towards embracing change, especially when you have been worrying about something for a long time. I will never judge you but help you in complete confidence.

What can I expect during my first counselling session?

During your first counselling session, I'll get to know you and will typically ask you a series of questions to get to know you better and to help me understand your unique needs and concerns and develop a counselling plan. I will also explain my approach and any forms of therapy I will use during our sessions together. Prior to your session, you will receive a number of forms which will need to be filled out and will be discussed in your initial consultation session.

What can I expect from my counsellor?

You can expect an experienced and professional, empathetic and understanding individual who will provide you with a safe and non-judgmental space where you can freely voice your thoughts, feelings and emotions and work towards making change.

What if I don't connect with my counsellor?

Connection is a critical part of the counselling process. If you don't connect with your Counsellor, please reach out and let me know and to ensure you still get the support you need, I can try to offer options with other Counsellors or provide a referral.

Do I need a referral from my GP to see a counsellor?

Counselling and Psychotherapy are NOT covered under the Medicare Better Access Scheme and there are **no Medicare rebates** offered by the government for Counselling or Psychotherapy services.

Therefore, you do NOT require a MHCP (mental health care plan) or GP referral to access my services or book an appointment allowing for lower waiting times and your personal circumstances are not recorded on your medical records.

Can I claim the Medicare Rebate or Private Health Insurance?

Counselling and Psychotherapy services are NOT covered under the Medicare Better Access Scheme and there are **no medicare rebates** offered by the Government for Counselling or Psychotherapy services. My low and affordable fees reflect this and I charge less than the gap cover to see a Psychologist.

How will my personal information be handled?

Everything that is discussed in your counselling session is private and confidential and strictly between you and your Counsellor. Your Counsellor will protect your privacy and any information you disclose during your sessions. Clinical notes may be taken during sessions and these may be stored in a securely encrypted environment to which no other person can access other than your Counsellor and yourself should you request access to your information. Under the rare circumstance of mandatory disclosure your Counsellor may be legally required to provide limited information if requested, however this will be discussed in detail during the initial consultation session. See the Privacy Policy for additional details.

I live in a small town, how can I be sure my details won't be shared?

At the start of our counselling session, I will go through my privacy policy with you and confirm with you how you'd like to handle any interactions that may occur in public.

