



SESSIONS

Are the sessions confidential?

- Any information you share is considered privileged and would be treated as such. We hold what is termed "limited confidentiality": this means that what you say will be kept confidential, but if you were to share information about wanting to harm yourself, or another person or property, then we might need to share some details in order to keep everyone safe. In this case we work with you transparently and legitimately to achieve the safest outcome for all.
- All our clients are asked to sign a 'Confidentiality Agreement' before entering into therapeutic arrangements with Thoughtful Connections Pty Ltd.

What do you do with my personal information?

All information you give us is kept safely in a locked area and only used to manage your appointments. We do not share your information with external agencies, unless required to do so by law. Please review our "**Information Privacy**" page for more information on how we manage your information.

What do we talk about in session?

- There is a first short intake session to outline what you want to achieve from our sessions, and to begin the therapeutic relationship. This provides you with the opportunity to get to know each other a little and to tell your practitioner a bit about yourself and what you are facing. We genuinely care for people and like to spend time getting to truly understand where you're coming from so that we can respond in a way that is going to help your individual situation.
- We will then put together a therapeutic plan to address your particular situation and in each session we will revisit the goals to ensure that we are achieving your intended outcome.
- After four sessions you may be asked to complete a review / feedback questionnaire, which will help to guide our practitioner to meet your therapeutic needs. You are free to provide feedback to your therapist at any time.

Do I need a referral before booking an appointment?

No. To book an appointment just contact the clinic, or ask a family member, carer or NDIS Support Coordinator to contact us with your consent.

How long is an appointment?

Appointments are 50-60 minutes long. In our initial session, we will explore together how we may be able to assist and together an agreement will be made as to how many sessions may be required.

How many sessions are best?

- We typically recommend beginning with at least four sessions. However, the number of sessions you choose to have is entirely up to you and your needs.
- Therapy and counselling can serve various purposes for different individuals. Some people view sessions as a regular 'check-in,' similar to routine maintenance for a car. Others use sessions as a tool for problem-solving, while some seek it out to talk to someone impartial, outside of their immediate family or friends.

Can I book more than one session at a time?

Yes. You can book up to 4 appointments at a time, at an agreed time interval. Your practitioner will not book more than one session per week.



Can my session take place over the phone or online?

Yes, we offer phone and online sessions and can accommodate either depending on your preference and needs. Please let us know which type of appointment suits you best when making your booking.

How much do the sessions cost?

See our [Fee Schedule](#) for information.

How can I prepare for a session?

- Some people arrive with a list of topics they wish to discuss, while others prefer to let the therapist guide the conversation with questions. Both approaches are perfectly acceptable.
- Additionally, some people reflect on the changes they hope to see after the counselling process, which can serve as a starting point for the sessions.

Do I need a Mental Health Care Plan?

No. You only need a Mental Health Care Plan if you want to access Medicare rebates - not currently available at this Service.

What if I have private health cover?

- Some private health funds are covered through arrangements with the Australian Association of Social Workers (AASW) - HCF, Bupa, Teachers Health Fund, Doctors Health, St Lukes Health, Australian Regional Health Group Ancillary Provider Accreditation Service, Private Healthcare Australia (PHA).
- Other private health funds cover counselling or psychology for mental health which can be reimbursed under an allied health banner - check with your private health fund before making your appointment.

Is there a waitlist?

There is usually about a 2-week waiting time, however don't let this stop you from contacting us appointments can become available quite quickly.

CANCELLATIONS

What happens if I need to cancel my appointment?

- Please review our [Cancellations / Late Arrivals policy](#) on our [Payment Terms and Conditions](#) website page.

GENERAL

What if I need immediate crisis help to keep myself safe?

Thoughtful Connections is not a crisis response service. If calling from Queensland Australia please call 000, 1300 MH CALL (1300 64 22 55) or your regular doctor. If you're calling from elsewhere, please contact your local emergency responder, mental health crisis line or your regular doctor.

How do I know that the person I will talk with is a trained professional?

Our Social Work practitioner is a current member of the Social Work Peak body Australian Association of Social Workers (AASW). Membership of this association requires a tertiary qualification in Social Work, and in order to remain an accredited member the practitioner must have complete a prescribed amount of professional development each year to stay current in their practice. Members are also required to abide by the AASW Code of Conduct, a link to which is available at the bottom of each website page.



I want to come with my partner but they don't want to come. How should I manage this?

You can still learn effective strategies and tools by coming to sessions on your own. You can't make your partner change but you can learn different ways to engage with them. Your partner is invited to attend an individual session towards working with you if this is what you both want. Couple sessions can then occur after if both want to work in this way.

I want to bring my child with me as my worry concerns them. Can I?

- Parents generally want the best for their children and when you are worried about your child it's natural to want to bring them along. Our approach is to first work with the parent to explore their concern, then to move to a family focus after that - this is why we invite parents in for a session without the child first.
- We are happy to work with children from age 7 - 12 years; above this age our approach is to support the adolescent and young adult more independently.
- Initial appointments for young adults aged 13 to 18 can take place independently if the young person prefers this.

If my child or teenager comes to see a counsellor, will I be told everything that happens in their therapy session?

- We work collaboratively with parents and ensure that parents are made aware of any concerns or risk which arises in sessions, however we like to role model a simple framework of confidentiality with our young people.
- Parents are requested to be present on site while their children aged 7 - 10 attend sessions, and parents can choose to be present for children aged 10 - 12 at their child's request. For young persons from 12 - 18 we try to maintain confidentiality and recommend that the young person share what they want to share with their parent.

What if I feel too anxious to come in person?

If you feel too anxious to come in person, we can arrange for either a phone session, or an online session. This way you can engage with the practitioner while staying in your known environment, until you feel more comfortable to meet in person.

Talking doesn't come easy to me, I'm not good with "feeling stuff".

It may feel strange to talk to someone you don't really know about everything happening in your life. On the other hand, the fact that you don't know your therapist or interact with them outside of your sessions creates a safe and comfortable space where we can discuss and explore any issues you bring. For many clients, regular sessions become a safe-haven and a place to gain clarity on what needs to change. If you do better writing, we can arrange to correspond via e-mail, in exceptional circumstances.

I want to join a bereavement group for grief/loss support. How soon can I come after my loss?

You can call the service as soon as you want to, and our counsellor can talk you through the options. You will be invited to an intake session for the group, and if the practitioner and you both feel comfortable with the fit to the group, you will be invited to attend the group sessions. If your therapeutic needs would be better met through individual grief counselling, you may be invited to join a subsequent group after completing a period of individual support.

What happens if I don't feel that this is right for me?

Please discuss your thoughts with your practitioner, if you feel safe to do so. If you would like to speak with another person then please send us an e-mail at admin@thoughtfulconnections.com.au requesting a call-back and we will do our best to address your concerns.



VENUE

Disability: is the venue wheelchair-friendly?

Yes, you can access the room with a wheelchair.

Some people with disabilities feel more comfortable meeting in their own home - if this is you, please discuss this when making your appointment.

Is there safe parking available?

Yes, there is plenty of free street parking.

Is the venue air-conditioned?

Yes. All rooms have either air conditioning or fans for client and practitioner comfort.

I don't do well in enclosed spaces. Can we meet somewhere else?

Yes. Talk to us about your specific needs and an arrangement can be made to meet at a suitable venue which offers confidentiality and safety for all.

If you have a specific question which is not addressed on this page, please e-mail us at admin@thoughtfulconnections.com.au or give us a call on (+61) 0490 699 874.