

## What is Infocus® Counselling Service?

Infocus Counselling is a friendly, professional well-established counselling service that has been providing services to the Perth South-East Metropolitan area for over 15 years.

## Who can attend?

We accept referrals from all age groups for clients with mild to moderate mental health conditions.

If you wish to access the Medicare rebated service (Better Access Program), you will need a referral and a mental health care plan from a GP, psychiatrist or paediatrician.

Clients who are private fee paying, or who are accessing through NDIS funding, workers' compensation insurance, private health fund etc, do not need a mental health care plan or GP referral.

## How much does it cost?

Costs vary based on your appointment type and are discussed when booking your first appointment.

## Where and when does the appointment take place?

Currently our services are provided at our Bentley office on Monday to Friday, from 8:30am to 4:30pm. Some afterhours appointments are available at an additional cost, dependent on Psychologist availability. The office has free on-site parking and wheelchair access.

## Who will I be talking to?

Infocus Counselling services are delivered by a team of Registered Psychologists, Clinical Psychologists, and Clinical Psychologist Registrars, who can provide support with a range of issues such as:

- Depression
- Anxiety
- Relationships Issues
- Post-Traumatic Stress Disorder (PTSD)
- Trauma
- Sleep Issues
- Stress
- Adjustment Disorder
- Grief and Loss
- Workers Compensation
- Chronic Pain
- Substance Abuse
- Borderline Personality Disorder

The Infocus Counselling team consists of Psychologists of varying genders, ages, cultural backgrounds and different speciality areas. When allocating a Psychologist, we always aim to match you with a Psychologist most suitable to your needs. If for any reason you are not satisfied with your engagement, please call the admin team on 9458 0505 to discuss alternatives.

## What happens in an appointment?

Your Psychologist will provide you with information, practical skills and support to help you. Some of the therapeutic approaches used in the sessions include; psychoeducation, cognitive behavioural therapy (CBT), interpersonal therapy and skills training.

## How many sessions can I have?

If you are a full fee-paying client who has self-referred, you are able to access as many sessions as needed.

If you have been referred by a GP under a MHCP, you're able to access up to 10 sessions per calendar year, Your initial referral allows for 6 sessions and at the end of these, your Psychologist is required to send your GP a Progress Report . If your Psychologist assesses that you would benefit from an additional 4 sessions, they will include this assessment in their report for the GP's approval.

# Client Information Sheet



If you are accessing the service under NDIS, private health care or other funding, the number of sessions you can access is determined by the funds available. Once these funds are exhausted, you may then continue to see the Psychologist as a full fee-paying client or ask your GP for a mental health Care Plan.

## Carer nomination and advocacy support

Friends and family are often vital in recovery from mental health conditions. You will be provided the opportunity to nominate someone to be involved in your care if you so wish. You also have the right to access advocacy and support services of your choice and your Infocus Psychologist or referring GP/agency, can assist you with this information.

## What happens in a child's appointment?

At the child's first appointment, the parents/guardians will be present. The Psychologist will check the child's understanding of why they are there and will discuss confidentiality. If the child is comfortable, the Psychologist may then choose to see the child alone. In subsequent sessions, the child may be seen alone or with a parent/guardian, where clinically appropriate. There may also be times when the Psychologist works solely with the parents/guardians. For infants/young children, the Counsellor may rely more on information from the parent/guardian, who may be required to remain in the sessions.

The Psychologist keeps in mind the child's need for privacy, and balances this with the parents/guardians need to know how best to assist the child. As required by law, if there are concerns about the child's safety or the safety of others, then the Psychologist may need to speak to parents/guardians or discuss the child's needs with a specialist service or statutory organisation.

Each counselling session will go for 50+ minutes. Techniques such as using games, drawing and other visual approaches may be used in conjunction with playful approaches to behaviour change.

## What happens if I miss an appointment?

We understand that at times you may not be able to attend a scheduled appointment.

Cancellation notice times and fees will be discussed with you at the booking of your initial appointment.

## How is my privacy protected?

Your privacy and confidentiality will be respected at all times.

Infocus Counselling is committed to providing you with the highest level of service and confidentiality, and this includes protecting your privacy. We are bound by the *Privacy Act 1988* and the *Privacy Amendment (Private Sector) Act 2000*.

## What happens with my information?

Information collected about you will be stored securely and will be kept confidential. Your Psychologist will only share information with your referring GP or others you consent to, or as required by law.

## Will my information be used for anything else?

Records may also be audited for quality purposes and de-identified data used to inform practice and service utilisation.

## How can I provide feedback or make a commendation/complaint?

You may be asked to complete an optional anonymous survey when you finished your session. Alternatively, if you request, we can mail or email a copy to you, or it can be accessed via [www.surveymonkey.com/s/infocusfeedback](http://www.surveymonkey.com/s/infocusfeedback).

If you would like to provide feedback, make a complaint or provide a compliment at any other time, please visit our website <https://archehealth.com.au/our-services/infocus-counselling-services> and click on the 'feedback' link.

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Alternatively, you can call and speak to the Infocus Manager on 9458 0505 or email [infocus@archehealth.com.au](mailto:infocus@archehealth.com.au).

## Where can I find more information about my healthcare rights?

For more information about your rights and responsibilities please discuss with your Psychologist or speak to an Infocus team member on 9458 0505.

You can also contact the Health Consumers Council on **1800 620 780** for more information.

## What if I feel at risk of suicide or self-harm?

### Attend your GP immediately or attend the closest Emergency Department

**Armadale Health Service**  
Emergency Department  
3056 Albany Highway, Armadale  
Phone: 08 9391 2000

**Royal Perth Hospital**  
Emergency Department  
Wellington Street Campus,  
Perth  
Phone: 08 9224 2244

**Perth Children's Hospital**  
Emergency Department for children  
15 Hospital Ave, Nedlands  
Phone: 08 6456 2222

**Fiona Stanley Hospital**  
Emergency Department  
11 Robin Warren Dr, Murdoch  
Phone: 08 6152 2222

### OR call the Mental Health Emergency Response Line (MHERL)

Metro - 1300 555 788

Peel - 1800 676 822

### Other Crisis Support and Counselling Help Lines:

#### Suicide Call Back Service

Free service for people who are suicidal, caring for someone who is suicidal, bereaved by suicide or are a health professional

Phone: 1300 659 467 – 24/7

[www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

#### Kids Help Line

Free counselling service specifically for young people aged between 5 and 25

Phone: 1800 55 1800 – 24/7 –

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

#### MensLine Australia

MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime.

Phone: 1300 789 978 (local call)

#### Lifeline WA

Lifeline is a confidential service staffed by people ready to listen and provide emotional and crisis support.

Phone: 13 11 14 (free call) – 24/7

[www.lifeline.org.au](http://www.lifeline.org.au)

#### Crisis Care Helpline

Crisis Care provides an after-hours response to reported concerns for a child's safety and wellbeing. Additionally, they provide information and referrals for people experiencing crisis and can be contacted for advice around homelessness services. Those experiencing Family and Domestic Violence may also contact Crisis Care to discuss accommodation assistance and support services.

Phone: 1800 199 008 (free call) – 24/7