

Counselling and Psychological Care Explained

Information for Redress applicants in Western Australia

If you've accepted your offer of Redress and ticked that you would like to receive Counselling and Psychological Care (CPC), what happens next?

In Western Australia, the National Redress Scheme for institutional child sexual abuse entitles you to access up to 20 hours with your counselling service provider.

Your options for CPC include:

- Continuing with your counselling service provider if you have someone you are already working with and whom you find helpful. When you advise the Redress Co-ordination Unit (RCU) of this, they will check that the counsellors meet certain practice standards. Normally this will be a straightforward process and approval to use your CPC hours will be provided.
- Selecting a counselling service provider who is registered on the Trauma Support Directory, or directories provided by the Australian Psychological Society, Australian Association of Social Workers or Psychotherapy and Counselling Federation of Australia.
- Other alternative therapies offered by those who are not represented on these websites, but who meet certain practice standards.
- Culturally specific healing or 'on-country' programs, providing the organisations offering these services have appropriate insurances and a complaints handling process.

How can CPC help?

Taking part in CPC services can be an important part of your recovery and healing from trauma. Trained professionals can help you in a variety of ways to overcome distress, deal with difficult emotions and cope with trauma symptoms.

Alternative therapies and culturally specific programs can also help if mainstream counselling and psychological services are not right for you.

You can access CPC when you feel you are ready and are under no obligation to use all 20 hours at once. You can take breaks between sessions, change practitioners or stop sessions altogether, whenever you choose.

How do I begin?

You can call the Redress Co-ordination Unit (RCU) at the Office of the Commissioner for Victims of Crime on (08) 9264 9877 from Monday to Friday between 8:30am and 4:30pm, excluding public holidays, and advise that you would like to access your CPC.

You may be asked for your name, date of birth and RV number (assigned to your National Redress Scheme application). If you do not have your RV number, we will find it for you.

You can email the Redress Co-ordination Unit (RCU) at RedressCPC@justice.wa.gov.au

Your chosen counselling service provider (counsellor) will invoice the RCU directly. You will not be charged a 'gap' fee or any other fee for accessing their services.

The RCU will ask you to give us the contact details of your chosen practitioner so we can set up a payment arrangement. Nothing you discuss in your counselling will be shared with us. Your counselling information is confidential and will only be released if ordered by a court or by law and your privacy is protected by the *Freedom of Information Act 1992* and the *Health Services Act 2016*.

Attached is a release of information form agreeing that you are willing to supply your practitioner's payment details to the RCU.