



National Redress Scheme in Queensland

Counselling and Psychological Care Services

I've accepted the offer of redress and indicated that I would like to access these services. What's next?

In Queensland, people who receive redress can access an initial 20 hours of counselling and psychological care, and more if needed.

Your options for counselling and psychological care include:

- Continuing with your current practitioner. If you already have an existing relationship with a practitioner and want to continue seeing them, they need to be registered on the Trauma Support Directory at www.traumasupport.com.au or they can register with the Counselling Program Team (if eligible) on 1800 569 100. For more information, go to www.qld.gov.au/nationalredress.
- Working with a practitioner who is registered (or is eligible to register) on the Trauma Support Directory.
- Accessing support to find a practitioner by contacting the Counselling Program Team on 1800 569 100 or email redresscounselling@cyjma.qld.gov.au. The Team is located within the Department of Children, Youth Justice and Multicultural Affairs providing support to all Queenslanders who accept counselling with their offer of Redress.

Why does a practitioner need to be registered to support me?

Practitioners registered on the Trauma Support Directory have qualifications, knowledge and skill in working with adults who have experienced complex trauma, including childhood sexual abuse. The directory has a range of practitioners who can help you, including counsellors, psychologists, social workers, mental health nurses, occupational therapists and general practitioners (doctors).

If you are already working with an appropriately qualified practitioner who is not on the directory they can apply to be registered with the Counselling Program Team to continue working with you.

How does a practitioner register?

Your chosen practitioner will find the information they need to register on the directory at www.traumasupport.com.au. Your practitioner can choose to register with the Counselling Program Team by contacting redresscounselling@cyjma.qld.gov.au or calling 1800 569 100.

Once your practitioner has registered (or if they are already registered) they can find more information about how to support you at www.qld.gov.au/nationalredress or by contacting the Counselling Program Team at 1800 569 100 or redresscounselling@cyjma.qld.gov.au.

How can counselling help me?

Counselling and psychological care services are available to support you to better manage stressful situations, as well as difficult and overwhelming feelings and thoughts. Working with a trained practitioner in a confidential environment can support you to explore concerns, understand the impacts of trauma and provide you with strategies that assist you in your life and relationships. Counselling is also an opportunity to recognise and build upon your strengths and resilience.

You can access counselling services at a time that is right for you. It can take a while to get to know a practitioner and to establish a comfortable and safe working relationship. If you do start counselling and feel for any reason that the practitioner is not right for you or you are not getting what you want out of it – remember you can change practitioner. The Counselling Program Team can help you in finding the right counsellor for you.

How many hours of counselling can I receive?

You can access 20 hours (and more if needed) of counselling and psychological services from any practitioner registered on the Trauma Support Directory or with the Counselling Program Team.

How will the counsellor be paid?

Counsellors invoice the Counselling Program Team directly. The standard rate practitioners can charge is capped. Practitioners must not charge you a gap fee.

A full range of service options and fee settings can be found at www.qld.gov.au/nationalredress.

Your practitioner can call 1800 569 100 or email redresscounselling@cyjma.qld.gov.au for further information about fees, invoicing and payment.

Who do I talk to if I have any questions?

If you would like to speak to someone about accessing counselling and psychological services in Queensland contact:

- The **Counselling Program Team** on 1800 569 100.
- For more information visit www.qld.gov.au/nationalredress.
- If you find it difficult to hear or speak, you can use the **National Relay Service** on 1800 555 660.
- If you need an interpreter, you can use the **Translating and Interpreting Service** on 131 450.