



SHEPPARTON MEDICAL CENTRE
COUNSELLING SERVICE
NEW CLIENT INFORMATION



FRAN SMULLEN

Accredited Mental Health Social Worker
Loss and Grief Clinician
Provider No : 4156481L

APPOINTMENTS

All appointments are 50-60 minutes duration.

1. , BETER ACCESS CLIENTS

Referral by GP

- ◆ **GP Mental Health Plan must be provided**

Medicare - Bulk billed

You will need to sign a Medicare form

With the exception of emergencies a cancellation fee of \$50 may be charged when least than 24 hours notices is given.

2. PRIVATE CLIENTS

- ◆ Full time employment \$ 140.00
- ◆ Part time employment \$ 110.00
- ◆ **Cancellation fee applies for non attendance \$ 50.00**

Accounts to be paid on the day

Recommended Australian Association Social Work (AASW) fee is \$200.00 per session

Carers Vic, VOCAT, GV Health EAP, Shepparton Private Hospital Rumbalara Aboriginal Co-operative, Commonwealth Rehabilitation Services, , TAC and WorkSafe clients are funded by these organisations who have their own fee schedules and appointment criteria.

FEE STRUCTURE

APPOINTMENT PROCESS

When a referral has been made to the Counselling Service the Shepparton Medical Centre reception staff will contact the client to organise a first appointment. A Counselling Service Information package will be sent to the client that includes a letter confirming the date and time of the first appointment.

Two days before the appointment Shepparton Medical Centre staff will text to confirm the client's attendance to the scheduled counselling appointment. If there has been no confirmation 24 hours before the scheduled appointment, the appointment will be offered to a client on the Counselling Service cancellation list.

YOUR FIRST COUNSELLING SESSION

We will spend most of the first session discussing what brings you to counselling and

CANCELLED APPOINTMENTS

24 hours notice is expected for cancelled appointment, otherwise, excluding the exception of emergencies, a cancellation fee of \$50 fee may be charged.

FAILURE TO ATTEND A SESSION

If for some reason a client does not attend a session, the client will be contacted to make another appointment for a time and date within 30 days that works for the counsellor and client. If a second appointment is made and the client does not attend, it is the client's responsibility to make contact regarding any further counselling contact. Sessions not attended can incur a \$50 fee.

RECORD KEEPING

As part of providing counselling services to you personal information that is relevant to your current situation will need to be collected and recorded. Law requires collection of this information which is a necessary part of the therapy. At any stage you may request to see the information kept on your file, and if may be discuss with you.

REGULAR SESSIONS

Initially sessions will be on fortnightly basis and then, together, a decision will be made regarding the spacing of remaining sessions.

CONFIDENTIALITY

All personal information provided by you during the therapy is securely stored and cannot be released without your written permission. Exceptions to this are :

- * If it is subpoenaed by a court;
- * If you or another person in your care are at risk;
- * Under the Children, Youth and Families Act 2005, Child Protection and/or Child First can obtain information from the Counselling Service if they are concerned about a vulnerable child;
- * Your prior approval has been obtained to provide a written report to another professional or agency;
- * From time to time counsellors discuss their work with a clinical supervisor. This is standard practice and helps counsellors to work as well as they can with clients. Clients are not identified by name.;
- * The Shepparton Medical Centre is a teaching centre for medical students. At times in multidisciplinary meetings, case discussions will occur that are intended to contribute to student learning. No case discussion regarding your experience will occur unless you have given your consent for this to take place.

what you hope to achieve. This will give us both an opportunity to find out how we can best work together to support you to achieve your goals, even though these goals may change over the course of counselling.

PARKING

Free client parking is available at the Shepparton Medical Centre, 49 Graham Street, Shepparton both in front and to the side of the building. On street parking depends upon availability and council limits apply. (Please observe council signs).

PROFESSIONAL BACKGROUND

Fran is a social worker who has over twenty years experience working in rural/country Victoria. She works in a collaborative manner that values individual's and families expertise, wisdom and experience in overcoming problems.

At times, individuals and families can feel pushed around and disheartened by the problems they experience. Counselling provides an opportunity to discuss issues and explore possible avenues for change in a safe, neutral environment. It can help to give meaning to your experience and provide the opportunity to develop strategies to bring about wanted change.

Fran has a breadth of experience in assessing and working effectively with people experiencing:

- . Trauma, loss & grief,
- . Relationship
- . Sexual assault
- . Family violence,
- . Depression, worry and anxiety
- . Life crisis
- . Adjustment issues
- . Drug & alcohol,

Fran takes account of the broader factors that impact on the lives of individuals, couples and families.

Fran uses a range of interventions in helping people including:

- Cognitive behavioral therapy
- Narrative therapy
- Psycho-education (including motivational interviewing)
- Skills training

Fran is an approved service provider for Carers Vic., VOCAT Victims Referral & Assistance Service, GVH EAP, TAC, and WorkCover.

QUALIFICATIONS

- Bachelor of Social Work (Hons), RMIT.
- Graduate Diploma Community Development, RMIT.
- Masters in Rural Health, Rural Academic Centre, University of Melbourne
- Accredited Mental Health Social Worker, AASW
- Accredited Loss & Grief Clinician, National Association of Loss & Grief (NALAG) Vic.
- Family Therapy trained.