

## Counselling and Psychological Care

### Frequently Asked Questions

#### How do I access my Counselling and Psychological Care (CPC)?

You can call the Redress Co-ordination Unit (RCU) at the Office of the Commissioner for Victims of Crime on (08) 9264 9877 or email [RedressCPC@justice.wa.gov.au](mailto:RedressCPC@justice.wa.gov.au). The Office is open from Monday to Friday between 8.30 am and 4.30 pm, excluding public holidays.

When you call, please advise that you would like to access your Counselling and Psychological Care (CPC). You may be asked for your name, date of birth and RV number, which is the number assigned to your National Redress Scheme application.

#### How many hours of service can I get?

You can access up to 20 hours of CPC.

#### Who can I see for CPC?

If you **have** a counselling service provider (counsellor) you are **already working with** and whom you find helpful, please advise the RCU of this.

The RCU will check that the service provider meets certain practice standards. Normally, this will be a straightforward process and approval to use your CPC hours will be provided.

If you **don't have** an existing counselling service provider (counsellor), you may choose to select a counselling provider yourself from:

[www.traumasupport.com.au](http://www.traumasupport.com.au) (a website specifically set up for victim-survivors of institutional child sexual abuse).

**Alternatively**, you may decide to select a counselling provider from:

'Find a Psychologist', on the official website of the Australian Psychological Association, [psychology.org.au](http://psychology.org.au).

'Find a Social Worker', on the official website of the Australian Association of Social Workers (for Accredited Mental Health Social Workers in private practice), [www.aasw.asn.au](http://www.aasw.asn.au).

'Find a Therapist', on the official website of the Psychotherapy and Counselling Federation of Australia, [www.pacfa.org.au](http://www.pacfa.org.au).

If you **don't have** or **use the internet**, or have trouble navigating the websites listed above, please ask a staff member at the RCU to help you. The staff member will discuss with you some options from which you can make a selection.

If there is a form of counselling or therapy you are interested in that is not provided by our list of service providers, you can contact us to discuss it.

### **Can I see a psychiatrist?**

In order to see a psychiatrist you will need a referral from your General Practitioner (GP). Your GP will also provide a Mental Health Plan. The cost of seeing a psychiatrist in private practice will then be partially met by Medicare. The 'gap' payment that normally exists will be paid by the RCU.

### **How much does it cost?**

There is no cost to you if you elected to receive Counselling and Psychological Care (CPC).

### **What happens if I use all 20 hours?**

You can only access up to 20 hours through your Redress entitlement. However you may seek a Mental Health Plan from your GP in order to seek further counselling subsidised by Medicare.

### **What if I don't like my counsellor?**

There are a wide range of counsellors/psychologists/psychotherapists and alternative therapists available for you to choose from.

If you find one does not suit you, you are welcome to try another. However, bear in mind each session you take part in counts toward your 20 hours of CPC.

### **What information will I need to provide to access my CPC?**

You may be asked for your name, date of birth and RV number (assigned to your National Redress Scheme application).

### **What types of counselling are available?**

The RCU prefers the selection of therapies that are trauma-informed in their practice but will support a range of therapies that are culturally specific, including on-country programs and other alternative therapies.

### **Can I ask for a lump-sum payment rather than counselling sessions?**

No. Applicants to the National Redress Scheme in WA are not entitled to a lump-sum payment for offers made after 1 January 2023.

### **Can I access my counselling sessions if I haven't accepted my offer of Redress?**

No. However, there are a range of Redress Support Services that can offer you support through the application process.

**Can I access counselling sessions if I did not select it as part of my offer?**

No. Only applicants who have accepted Counselling and Psychological Care (CPC) as part of their offer are able to access the 20 hours of service.

**What if I live in a remote community or regional area?**

Many of the recommended counselling service providers offer video-link sessions if you are unable to attend in person, or if there are no available practitioners in your area. The RCU is available to assist you to identify practitioners that provide services remotely.