

Value Wellness Introduction

Our Fair & Ethical Policies & Processes

Our Values

Respect, Social Justice, Integrity, Growth, Transparency, Compassion, Sustainability, Boundaries, Informed Consent and Wellness.

Our Approaches

We support the practice of:

wellness
informed consent
no wrong door
person-centred
trauma-informed
nothing about me without me
no tolerance for violence

“You are the expert of your own wellness. We can walk along-side you to help you see safe opportunities for growth, change and meaningful opportunities for growth and change. Even in the face of struggle, hardship, or emotional pain, we believe a hopeful and fulfilling future is possible. Together, we’ll work at your pace, building on your strengths and what matters most to you”.

We draw on recovery-oriented, and strengths-based approaches that promote empowerment, inclusion, and wellness. Our practice is grounded in principles that respect everyone’s lived experience and uphold anti-discrimination values.

We also integrate attachment theory and mindful self-compassion as evidence-based principles that support recovery, connection, and emotional resilience.

Our Interest Areas

- managing anxiety and mental distress
- adapting to change & grief and loss
- support with difficult choices
- enhancing mental health and wellbeing
- education and support for caregivers and support staff

Our Support Model

We offer an initial 6-session model of care, designed to provide focused, evidence-based support tailored to your needs.

After the six sessions, we will complete a review to reflect on your progress, revisit your goals, and decide on the next steps. This might include continuing with further sessions, taking a break, or linking in with other services if needed.

Our approach is flexible and person-centred—we'll work with you to ensure the support remains helpful and aligned with your goals.

Everyone's needs are different — some people benefit from ongoing support over months or years, while others find a few sessions are enough. It's completely okay to ask for the amount of help that feels right for you.

Our Services

We provide social work, psychological assessment and therapy, reports, and external clinical supervision (for allied health, NDIS and mental health supporters). Along with social work support, we provide other evidence-based therapies with a creative lens of Acceptance and Commitment Therapy (ACT) and Mindful Self-Compassion. We focus on your recovery, strengths, and personal goals. We use a caring, trauma-informed approach that supports your overall capacity and wellness.

Therapeutic support is available through face-to-face and telehealth appointments.

We support via: Private, Health Funds Medicare, EAP, NDIS, Victims Assist, Victims Services and Workcover.

Social Work

Our social work services are designed to provide practical support, advocacy, and emotional guidance across a wide range of life situations. We can assist with:

- Psychosocial Assessments, mental health screening, reports, and support letters to help communicate your support needs, level of supports needed and appropriate services or therapies. For example, we can help other professionals with:
 - Understanding your mental health challenges
 - Identifying what support or therapy suits you best
 - Advocating for you with services such as housing, social support, or legal assistance
- Advocacy – standing alongside you to ensure your voice is heard.
- Information and warm referrals to the right services, and support in navigating complex systems like Centrelink.

	<ul style="list-style-type: none"> • Attending appointments with you, especially when meeting new professionals or specialists, to help advocate or explain your needs. • Family meetings to support communication across disciplines, care planning, and shared decision-making. • System navigation, including Centrelink, NDIS, aged care, and other government or community supports. • Information, support, and therapeutic counselling around a range of challenges, including: grief and loss, mental health conditions, social issues, drug and alcohol, aged care, financial concerns, legal matters, domestic and family violence, child protection, chronic health problems, adjusting to change, carer stress/fatigue etc.
<p>Cognitive Behavioural Therapy (CBT)</p> <p>Informed by Acceptance and Commitment Therapy (ACT)</p> <p>and</p> <p>Mindful Self-Compassion (MSC)</p>	<p>Gaining good skills and understanding of mindfulness, thoughts, feelings, behaviour and our environment.</p> <ul style="list-style-type: none"> • Behavioural interventions • Behaviour modification • Exposure techniques • Activity scheduling • Cognitive interventions • Cognitive therapy • Pet therapy using CBT and our dog Roger • Acceptance and Commitment Therapy (ACT) is a type of therapy that helps you build a better relationship with your thoughts and emotions, rather than trying to avoid or fight them. ACT focuses on learning how to accept what's out of your control, while committing to actions that align with your values and the kind of life you want to live. <p>In our work, we combine ACT with Mindful Self-Compassion, which means learning to treat yourself with the same kindness and understanding that you'd offer a close friend.</p> <p>Together, these approaches help you:</p> <ul style="list-style-type: none"> - Notice difficult thoughts and feelings without getting stuck in them - Let go of self-criticism and respond to yourself with compassion - Make space for emotions rather than pushing them away - Reconnect with what matters most to you—your values, goals, and hopes - Take small, meaningful steps forward, even in the face of stress or pain <p>This approach is especially helpful if you're feeling overwhelmed, stuck in self-blame, or struggling with anxiety, low mood, or burnout. It offers gentle, practical tools to help you move forward in ways that feel true to you.</p>
Psycho-education	<p>Psychoeducation means learning about mental health in a way that helps you better understand yourself and others. It includes:</p> <ul style="list-style-type: none"> • Information about mental health and mental illness – what they are, how they can affect your thoughts, feelings, and behaviours

	<ul style="list-style-type: none"> • Understanding the connection between your body, brain, mind, behaviour, environment, and relationships • Learning how to stay well – including self-care strategies, lifestyle factors, and ways to build resilience • Recognising early warning signs of stress or mental health challenges, so you can respond early and seek support when needed <p>Psychoeducation is empowering—it helps you make sense of your experiences, reduces stigma, and gives you tools to take an active role in your wellbeing.</p>
Relaxation strategies	<p>Relaxation strategies are simple, practical tools that help calm the body and mind—especially during times of stress, anxiety, or emotional overwhelm. These techniques are grounded in science and often used in therapy to support physical and emotional wellbeing.</p> <p>Here are a few we may explore together:</p> <ul style="list-style-type: none"> • Progressive Muscle Relaxation (PMR): This involves slowly tensing and relaxing different muscle groups in the body. It helps release built-up tension and teaches your body how to shift from a state of stress to a state of calm. • Controlled Breathing: Also known as diaphragmatic or deep breathing, this strategy focuses on slowing and deepening your breath. It can lower your heart rate, reduce anxiety, and help you feel more present and in control. • Elements of Trauma-Informed Yoga: Gentle movement, breath awareness, and mindfulness can help reconnect the body and mind in a safe, respectful way. Trauma-informed yoga supports regulation, grounding, and healing—especially for those who have experienced trauma or chronic stress. <p>These strategies can be used in daily life, before bed, during moments of anxiety, or as part of a self-care routine. They are simple but powerful ways to support your overall wellbeing.</p>
Skills training (including motivational interviewing)	<p>Skills training helps you build practical tools to manage challenges, improve relationships, and feel more confident in everyday life. We work together to explore and practise skills such as:</p> <ul style="list-style-type: none"> • Problem-solving – learning how to break down challenges and find helpful solutions • Emotional regulation – understanding and managing strong or overwhelming emotions • Distress tolerance – building coping strategies for tough moments without becoming overwhelmed • Social skills & assertive communication – improving how you express yourself, set boundaries, and connect with others • Stress management – recognising stress triggers and finding ways to feel calmer and in control. <p>We may also use Motivational Interviewing, a supportive approach that helps you explore your own reasons for change and strengthens your motivation in a non-judgmental way. It's</p>

	<p>especially useful when you're feeling stuck or unsure about your next steps.</p> <p>Skills training can help you improve communication, feel more in control, and build healthier relationships with the people around you.</p>
<p>Interpersonal Therapy</p>	<p>Interpersonal Therapy (IPT) focuses on improving your relationships and communication with others to help reduce mental health symptoms like depression, anxiety, or stress. The idea is that how we relate to others—and how they relate to us—can have a big impact on our emotional wellbeing.</p> <p>In IPT, you can learn to:</p> <ul style="list-style-type: none"> • Understand your emotions and behaviours and how they influence your relationships • Improve communication skills so you feel more confident expressing your needs and setting healthy boundaries • Strengthen support systems by learning how to connect with loved ones or trusted people in healthier, more supportive ways • Work through life changes or losses, such as grief, role changes, or conflicts, in a safe and supported way <p>By focusing on relationships and emotional connection, IPT can help you feel more supported, understood, and connected—key ingredients for mental wellness.</p>
<p>Program:</p> <p>Circle of Security® Parenting™</p> <p>Offered alongside therapy</p>	<p>Duration: 8 sessions (1.5 hours each)</p> <p>The Circle of Security® Parenting™ program is a reflective, relationship-based program designed to help parents and caregivers better understand and respond to their child's emotional needs. It's based on decades of attachment research and provides practical tools for building stronger, more secure parent-child relationships.</p> <p>Through this program, you will:</p> <ul style="list-style-type: none"> • Learn to read and respond to your child's emotional cues • Support your child's ability to understand and manage their emotions • Enhance your child's self-esteem and resilience • Reflect on your own parenting experiences and values • Strengthen your child's sense of security, providing both a secure base for exploration and a safe haven in times of stress <p>This program is gentle, non-judgmental, and suitable for parents, foster carers, grandparents, and anyone in a caregiving role.</p>
<p>Program:</p> <p>Cool Kids Anxiety Program for children/teens and their parents</p> <p>Offered alongside therapy</p>	<p>Duration: 10 sessions (1.5 hours each)</p> <p>The Cool Kids Anxiety Program is a structured, evidence-based program that helps children and adolescents manage anxiety using Cognitive Behavioural Therapy (CBT). A key part of the program is exposure therapy, which supports young people in gradually facing the situations they fear.</p> <p>The program teaches practical skills to both young people and their parents, including how to:</p> <ul style="list-style-type: none"> • Identify and change unhelpful thinking patterns • Gradually face feared situations to reduce avoidance • Build confidence and coping skills to manage anxiety <p>This program supports families in working together to understand and overcome anxiety in a positive, supportive way.</p>

<p>Program:</p> <p>Mindful Self-Compassion Therapy (MSC)</p> <p>Offered alongside therapy</p>	<p>Duration: 8 sessions (2 hours each)</p> <p>Mindful Self-Compassion Therapy (MSC) is a therapeutic program designed to help you develop greater kindness and understanding toward yourself. Created by Dr. Kristin Neff and Dr. Christopher Germer, MSC blends mindfulness and self-compassion practices to support emotional well-being and build resilience in the face of life's challenges.</p> <p>Through this program, you will learn to:</p> <ul style="list-style-type: none"> • Cultivate mindfulness — being present with awareness and acceptance of your experience • Develop self-compassion — treating yourself with kindness, recognizing that struggle is part of being human, and staying mindfully present with difficult emotions <p>MSC can help improve your relationship with yourself, reduce self-criticism, and promote greater emotional balance and strength.</p>
<p>Carer support</p>	<p>We provide support to informal carers and family members to help manage challenges such as carer stress, carer fatigue, compassion fatigue, burnout, and indirect trauma. Our goal is to help household/family/carers build resilience through:</p> <ul style="list-style-type: none"> • Increasing self-care and self-compassion • Providing psychoeducation about the effects of caregiving • Developing practical skills to cope with the emotional and physical demands of caring <p>As part of a Medicare Mental Health Care Plan (MHCP), clients can include up to 2 sessions specifically for carers or family members if needed. This helps ensure your support network also receives the care and guidance they require.</p>
<p>Support Work:</p> <p>Access to Community, Social, and Recreation Activities</p>	<p>We help you build skills and confidence to take part in community, social, and recreational activities. These supports aim to boost your overall wellness and connection with others. In addition, we provide practical support vital for mental health recovery, including:</p> <ul style="list-style-type: none"> • Assistance with daily living skills and routines • Support in attending appointments and following treatment plans • Help with developing coping strategies and managing stress • Encouragement and guidance in setting and achieving personal goals • Facilitating access to educational, vocational, and volunteer opportunities • Building social skills and fostering positive relationships • Connecting you with relevant community resources and services
<p>External Clinical Supervision for staff</p>	<p>We offer external clinical supervision, mentoring, coaching, and education for professionals across the human services sector, including social workers, students, allied health practitioners, mental health workers, and childcare and early education staff. Our goal is to strengthen the capacity of the workforce that supports clients by enhancing professional confidence, clinical insight, ethical practice, and workplace wellbeing. We align our</p>

services with the AASW Supervision Standards, using best-practice frameworks, guidelines, and resources.

Our External Clinical Supervision Supports:

- Accreditation support for Social Workers working toward Mental Health Social Work recognition
- Focused Psychological Strategies (FPS) delivery and integration into practice
- Tailored supervision and coaching for students, practitioners, and frontline support staff
- Guidance on navigating systems like NDIS, Medicare, private practice, and NGO environments
- Professional development and training facilitation
- Support with informed consent, boundaries, scope of practice, and ethical decision-making
- Prevention and management of burnout, vicarious trauma, carer stress, and compassion fatigue
- Emphasis on sustainable self-care, reflective practice, and wellbeing in helping roles
- Insight into legislation, policies, and current sector initiatives relevant to clinical work
- Supervision and consultation for complex casework, including trauma and domestic and family violence (DFV)
- Guidance on evidence-based mental health approaches, including CBT, ACT, attachment theory, trauma-informed and person-centred care
- Support with mental health screening, biopsychosocial assessments, report writing, and progress notes
- Delivery of the Circle of Security Parenting Program (COS-P - Teachers) for early education professionals

Our Referral, Intake, Support and Closure Processes

When we receive a referral from your GP, psychiatrist, support navigator, or other referrer via call, fax, email, or secure messaging. We will securely add your referral details to our online secure system.

Referrals to us Typically Include	<ul style="list-style-type: none"> • Full name and contact details of the client (and parent/guardian if applicable). • Date of birth. • Reason for referral – a brief summary of the main concerns, social stressors, potentially a mental health diagnosis, and/or goals for support. • Relevant background information – such as mental health history, current supports, or recent assessments. • Referrer details – name, role, organisation, and contact information of the referring person or service. • GP or medical provider information (if relevant, especially for Medicare referrals). • Funding details – e.g. NDIS (including plan manager), Medicare referral (e.g. Mental Health Treatment Plan/Chronic Disease Management Plan), or private billing. • Customer reference number (Medicare, NDIS, Private Health Provider, Workcover etc). • Main Services or support people. • Consent – we are a voluntary service which requires your consent.
Before our First Session	<ul style="list-style-type: none"> • You will receive a text, call, or email confirming receipt of the referral, along with an introduction about us, whether there is a waitlist and instructions on how to book your appointment - including online booking function on our website. You have the flexibility to choose an appointment time that suits you. • Typically, we will call you and invite you to book your first session. • Sessions at Value Wellness are approximately 50-60 minutes in duration (depending on referral), focused on your needs, and utilising evidence-based psychological interventions to address specific mental health and social issues. • You're welcome to bring a parent, carer, or trusted support person if that helps you feel more comfortable. It's totally up to you.
What to Expect in Your First Session	<ul style="list-style-type: none"> • The first session is all about making sure you feel safe, respected, and heard. We take time to understand what you're going through and what you've been through—so

we can acknowledge your experience and how you came to be here. If you're ever unsure about anything, please know you can ask questions at any time. We're here to support you, not rush you. We will never begin support without your permission. There's no pressure to share everything at once—we'll go at your pace.

Here's what usually happens:

Introductions – We'll start by:

Clearly explaining our role, processes and scope of practice and limitations:

- WE DO provide therapeutic support using approaches like CBT, help with social needs/, offer support with mental health screening, psychoeducation, skill building, and emotional regulation, work collaboratively with you and your GP/NDIA to set goals and review progress, often in blocks of 6 sessions, provide professional guidance to families, carers & staff if consent is given.
- WE DO NOT diagnose, have expertise or prescribe medications, provide full capacity assessments (we can alert delirium), provide emergency crisis response, offer court-ordered assessments, do EMDR therapy, and we are not an inpatient care/psychiatric evaluation/24/7 support service.
- Ask you to introduce yourself and what brings you to our service. We would like to get to know you – You'll have a chance to share what's been going on, what's important to you, and what you might like support with. You can share as much or as little as you feel comfortable.

Consent and paperwork – We'll check in about your rights, get your consent to work together, with support people/services, and complete any necessary forms or screening questionnaires. We will make sure we have your correct details – especially for you and your General Practitioner as they are your medical case managers.

Educate you about our support:

- What therapy and support involve, how sessions work, what you can expect from assessment and therapy
- What your rights and responsibilities are
- How we will work together
- Any risks
- How we keep your information private and safe and explain your confidentiality (and limits of confidentiality). We will inform you about a few situations where we may need to break confidentiality:
 - If we believe you or someone else is at serious risk of harm;

- If we're required by law to report certain information (e.g. child protection, court orders, or subpoenas);
- If you give us permission to share with other professionals (e.g. your GP or support worker)

We may ask you some questions to get a full picture of your biopsychosocial needs to help tailor support to fit your situation and goals:

- physical health (sleep, pain, diet etc.),
- mental health (anxiety, depression etc.),
- social supports (family, friends etc),
- environment (housing, transport, finances, employment/study, cultural & community connections etc.), life experiences (family dynamics, relationships, losses, memories etc.)

We can use simple mental health screening tools, like the K10 (Kessler Psychological Distress Scale), to help us understand how you're feeling and how much distress you may be experiencing. These tools give us a starting point to guide your care and track progress over time.

Planning ahead – Together, we'll begin to explore your goals and talk about next steps or future sessions, based on what feels right for you. We will create a schedule of supports, times and dates for our next sessions.

It's important that you feel safe, supported, and comfortable during your time with us. You're always welcome to decide if we're the right fit for your needs.

If at any point you feel that we're not, that's completely okay — your wellbeing is what matters most. Please feel free to let us know, or speak with your referrer or GP. We'll happily recommend other trusted providers who may be a better match for you. Likewise, if we feel your needs would be better met by a different service or specialist approach, we'll let you know and support you in finding the right pathway forward.

After your first session

If you feel comfortable continuing, we recommend booking another 5 sessions, as needed or recommended by the therapist.

- Appointment frequency is your choice – most commonly sessions are booked fortnightly, every three weeks, or monthly. We can offer professional guidance on what might work best for you.
- We will provide your GP or referrer with a letter updating them on your engagement in support. This will include information about your current symptoms, screening results,

	main issues, interventions used, therapeutic plan, and any recommendations.
Ongoing Therapy Sessions	<p>After your first session, ongoing (or subsequent) therapy sessions are focused on working together to support your goals, explore your experiences, and build practical tools for wellbeing. Here's what these sessions usually involve:</p> <ul style="list-style-type: none"> • Checking in – We'll start by seeing how you've been since our last session and talk about anything new that's come up. • Building on your goals – We'll continue to work on the things that are important to you, at your own pace. • Exploring thoughts, emotions, behaviours, environment and patterns – Therapy is a space to reflect, process, and make sense of what you're going through. • Ongoing assessment • Learning strategies – You may be introduced to coping tools, skills, or therapeutic approaches such as CBT, ACT, mindfulness, and more to help manage everyday challenges. After most sessions, you'll receive a practical worksheet or factsheet—usually emailed—to support you in applying what we've worked on. This might include sleep tips, thought logs, emotional regulation exercises, mindfulness techniques, and similar resources. • Reviewing progress – We'll regularly check in on how things are going and adjust the support if needed. After the first 6 sessions, we will review your progress and decide if further interventions are necessary. We will also provide progress updates to your GP and referrer after the first session, the sixth session, and the tenth session, or upon closing your support. <p>*Feedback: You're always welcome to share what's working, what isn't, and any preferences you have. This is your space, and the direction of therapy is always guided by your needs and comfort.</p>
Closures	<p>When your support concludes, we will send a closure letter to your GP or referrer and to you (via email). This ensures everyone involved is updated on the outcome and any future steps. Feel free to give us feedback or testimony via email – admin@valuewellness.com.au</p> <p>Please provide at least two weeks' notice to the service if intending to exit the service.</p> <p>For ongoing support, Value Wellness will do our best to give at least one month's notice to the client if intending to cease service provision.</p>

Confidentiality and Privacy in Sessions

Value Wellness is committed to protecting the privacy of your personal information. We keep your personal information and stories isolated, secret, locked & protected.

Information collected will not be shared with other people or organizations unless you consent or if we have substantial reason to believe that you or others are at significant risk of harm. This is part of our mandatory reporting obligations and duty of care.

We comply and operate in full alignment with the following laws and practice standards relating to privacy and health records:

- The Australian Association of Social Workers (AASW) Practice Standards 2023 and Code of Ethics 2020
- NDIS Code of Conduct and the current NDIS Rules
- Recommendations, guidelines and policies set down by the Australian Information Commissioner
- NSW & QLD State legislation in which the worker and client resides
- Queensland Information Privacy Act 2009
- We also adhere to the guidelines set forth by the Australian Information Commissioner
- **Privacy** refers to safeguarding your personal information, keeping your stories secure and confidential.
 - Value Wellness complies with the *Australian Privacy Act 1988* (Commonwealth), Queensland Information Privacy Act 2009 and NSW compliance with Privacy and Personal Information Protection Act 1998 (PPIP Act), Health Records and Information Privacy Act 2002 (HRIP Act), and the Australian Privacy Principles (APPs).
 - These regulate how we collect, use, disclose, store, and dispose of your personal information (disposal: generally 7 years NSW, 10 years QLD). We only collect information necessary for your referral, interventions, or participation in our programs and activities. Once your information is no longer needed for these purposes, we will destroy or permanently de-identify it, unless required to retain it by law, court, or tribunal order.
- **Confidentiality** means protecting your personal information from being shared without your consent. Your information will remain confidential unless you give permission to share it, or if your therapist—under their duty of care—believes you or someone else is at significant or imminent risk of harm. In such cases, we will provide support and,

wherever possible, keep you informed, offering a warm handover or communication to ensure your comfort and safety.

- We comply with the Australian Privacy Act 1988 (Cth), the Privacy and Personal Information Protection Act 1998 (NSW), the Health Records and Information Privacy Act 2002 (NSW), and the Information Privacy Act 2009 (QLD), along with the Australian Privacy Principles (APPs).

Informed consent

We respect each client's autonomy and dignity by supporting their right to choose their therapist, types of therapies and support activities they wish to engage in, as well as the individuals involved in their support.

Before we begin any support or treatment, we will take the time to clearly explain our services, our role, how we work, and the therapeutic approaches we use. This includes outlining our experience, the process involved, and our overall practice framework. We want to make sure you fully understand what to expect and feel comfortable before giving your informed consent to participate in support or therapy.

If you're aged 16 or over, you're generally considered capable of making decisions about your own healthcare. This means you can give consent to treatment on your own, without needing your parent's, guardian's, or carer's involvement or permission. You also have the right to privacy and confidentiality regarding your care and the information you share with us.

Value Wellness request your specific consent for:

Recording & Storing Your Information	<p>To help us remember you and your story, we keep written notes that include only the important information you choose to share. These notes help us provide the best support. If you don't want certain parts of your story written down, that's okay—just let us know.\</p> <p>You have the right to ask why we are collecting certain information, how it's being used, and who it may be shared with. You can also ask to see your information at any time and request corrections if needed. All information is stored securely and kept private.</p> <p>We use a secure online system called Halaxy to record and store your private information and method of payments. Halaxy is a trusted, privacy-compliant platform used by many health professionals in Australia. It helps us keep your records safe, organised, and confidential.</p>
Consent to Therapy and Social Work Support	<p>At Value Wellness, we ask for your informed consent before beginning any therapy or social work support. This means we will clearly explain:</p> <ul style="list-style-type: none"> • What therapy and support involve • What your rights and responsibilities are • How we will work together

	<ul style="list-style-type: none"> • Any risks or limitations • Your privacy and confidentiality <p>You will have the opportunity to ask questions and take time to decide. We will never begin support without your permission.</p> <p>Your consent can be given verbally or in writing, and you can withdraw or change your consent at any time.</p>
Sharing with a Clinical or Cultural Supervisor	<p>To make sure you're getting the best support, we may speak with a clinical or cultural supervisor about how things are going. This helps us reflect on our practice and continue to improve. We won't use your name, and we try to avoid identifying details—your privacy will be protected.</p>
Counting for Funding & Auditing Purposes	<p>Value Wellness may need to report basic numbers to the organisations that help fund our services (like Medicare). This includes how many people we see and where services take place—but we never share your personal story or identifying details.</p> <p>Recognising that Value Wellness has a legal obligation to participate in government- initiated reviews and audits the client and his/her representatives agree to co-operate to the extent reasonably necessary for these to take place subject to discussion of the relevance of the audit to the client's situation.</p>
Sharing Information with Other Support Services	<p>We may need to communicate with other professionals involved in your care (such as your doctor or referrer), to let them know we are working with you and what kind of support is being provided.</p> <p>If we believe it would be helpful to share part of your story or refer you to another service, we will always talk with you first and ask for your permission. This consent may be given verbally or in writing, depending on the situation.</p>
Safety and Duty of Care	<p>If we are seriously concerned about your safety or the safety of someone else, we may need to share information with others to help keep everyone safe. We will always aim to include you in that process wherever possible and explain what is happening and why.</p>
Emergency Contact – managing risk of harm	<p>In case of an emergency or if there is concern for your safety, we may need to contact someone you trust.</p> <p>At Value Wellness, your safety and well-being are our top priorities. We are committed to supporting you through all circumstances, especially when challenges arise. As part of our wellness and safety commitment:</p> <ul style="list-style-type: none"> • If we are concerned for your safety, we will create a safety plan together. • If you miss appointments without notice or stop responding to communication, we will make multiple attempts to contact you. • If we are unable to reach you after reasonable efforts, we may contact your emergency contact on file or request a welfare check from emergency services if we believe you may be at risk.

Working with Subcontractors at Value Wellness

At Value Wellness, we occasionally engage qualified subcontractors—such as social workers, support workers, and virtual assistants—to help deliver parts of our services. This allows us to provide responsive, high-quality care and operational support.

All subcontractors work under a formal agreement with Value Wellness, including Non-Disclosure Agreements (NDAs), and are required to follow Queensland and national laws, such as:

- Privacy Act 1988 (Cth)
- Workplace Health and Safety Act 2011 (QLD)
- Fair Work Act 2009
- Anti-Discrimination Act 1991 (QLD)

They also hold public liability and professional indemnity insurance, and we ensure they operate in alignment with the values, standards, and ethos of Value Wellness.

Social Workers

Subcontracted social workers are:

- Suitably qualified with membership to the AASW
- Covered by professional insurance
- Cleared through Working With Children Checks and police checks
- Bound by confidentiality and ethical practice standards

They provide therapeutic support and social work tasks as part of your planned services.

Virtual Assistants

Virtual assistants may assist with:

- Admin support
- Scheduling and communication
- Research, data management, and project tasks
- Technical support and digital content
- Financial or reporting assistance

They follow standards of professionalism, privacy, communication, and technical accuracy. If you receive an email from a virtual assistant, it will include their own email signature for transparency.

Support Workers

Where applicable, subcontracted support workers may assist with:

- Daily living activities
- Transport and social connection
- Practical, non-clinical recovery support

They are also required to meet Police and Working With Children checks, and to comply with relevant disability support standards.

Your Choice Matters

We respect your right to decline the involvement of subcontractors. If you prefer not to work with subcontracted professionals, please notify us by email and we will accommodate your preference wherever possible.

	<p>If you have any feedback—whether a compliment or a concern—about a subcontractor, we welcome your input and will respond promptly and respectfully.</p>
<p>Use of Technology and AI Tools</p>	<p>To support your care, we may use digital tools like Novopsych or Heidi, which helps us better understand how you're feeling through evidence-based psychological assessments. These tools can track progress and support treatment planning.</p> <p>We may also use secure AI technology (such as Heidi, a clinical assistant tool) to help with administrative tasks, note-taking, or treatment summaries. These tools are used carefully and responsibly to support your therapist—not to replace them—and your privacy remains protected at all times.</p> <p>We are committed to using technology ethically and transparently, and we'll always let you know if a digital tool is being used in your care.</p>

Information sharing/Third Parties

We warmly welcome clients to invite a parent, guardian, carer, or trusted support person to be part of the first session—either for part of it or the full appointment. This helps us introduce ourselves openly, explain our roles, complete any necessary forms or screening tools, and gather important information to help with treatment planning. Support people are also welcome to attend future sessions if you choose to have them involved. Please let us know in advance if you would like support people to join us, so we can plan accordingly.

We believe trust and transparency are essential. That's why we always ask for your permission before sharing or requesting any information from parents, carers, or other important people in your life. If you prefer to keep information private or not involve others, we respect that choice—unless there is a serious concern about your safety or someone else's. If that happens, we'll clearly explain what steps may need to be taken and do our best to work with you throughout the process.

In situations where there is an immediate or serious risk to your safety, or the safety of another person, we have a legal duty of care to act and support your safety. Even in these rare circumstances, we will do our best to involve you in decisions and work together to ensure your safety and support are prioritised. We may need to break confidentiality:

- If we believe you or someone else is at serious risk of harm;

- If we're required by law to report certain information (e.g. child protection, court orders, or subpoenas or request welfare checks if we are worried for safety and not able to contact you);
- If you give us permission to share with other professionals (e.g. your GP or support worker).

If you ask us to contact someone on your behalf—such as another service provider or support person—we will include you in that process wherever possible. You have full control over what information is shared or kept private. We will only share information with others if you give clear consent, and we are committed to protecting your privacy and confidentiality at all times. While it's often helpful to include parents or guardians in the treatment and consent process, there may be situations where your best interests are supported without their involvement. In such cases, we will always act in accordance with ethical and legal standards, while keeping your wellbeing at the centre of our care.

Contact with third parties is limited to session time. In accordance with Medicare regulations, any communication with third parties (such as parents, partners, relatives, school staff, or agencies) will be restricted to a maximum of 10 minutes.

You can use up to 2 of your 10 annual sessions of your Mental Health Care Plan to offer support to family/carers. In these circumstances we will ask for your consent and Value Wellness would offer carers support, linking with services, education and/or skills training regarding supporting you. If your family/carers need ongoing support, they may need their own referral/Mental Health Care Plan however due to conflict of interest we do not offer ongoing therapy to family members/carers. We can refer on to good support.

If you request a support letter or referral—or when required or authorized by law. (if we receive a subpoena) we will notify you prior to releasing any information.

Please note that we do not offer couples, family, or group therapy.

Decision-Making Capacity

If someone does not have capacity, as evidenced by a doctor/specialist letter, we require documentation of incapacity and guardianship or attorney/trustee paperwork. We continue to communicate with the client regardless. However, we will adjust our communication to be sensitive and appropriate to the client's level of understanding whilst also involving their guardian and/or attorney in the communication.

Even if an individual has been ruled as "not having capacity" about certain areas of their life it does not mean we take away all decision-making

freedoms about all areas of their life. Clients still have the right to make certain decisions. E.g. what therapy activities they would like to do, what topics they would like to discuss, what interests they would like to participate in and what supports they would like to be linked with. Meaningful support and level of client engagement will depend on the client's choices and decisions being acknowledged and validated by us.

Consent of Minors under the age of 16

We recognize the value of involving parents/carers in providing information, treatment planning and updating about process and progress, with the client's consent. We let you and your family know that there are boundaries, limits to privacy and confidentiality and we communicate that it is important to involve family/close-ones and other stakeholders at times, especially when safety assessing or planning. If a family member or close-one has concerns about the client, we transparently discuss this.

While in many cases it is preferable to obtain the consent of both the client AND the parent/guardian for psychological treatment, there may be specific circumstances in which the best interests of the client may be served without the guardian/carer/parents' knowledge or consent.

If you choose to not involve guardians, parents, carers in decision making or if you decline for us to gain/release information and we feel there is a vital need to, we do consider critical factors like:

- Clinical observations during communication.
- Level of risk of harm to client and others.
- The wellbeing of the client and professional rights and responsibilities of the therapist.
- Our legal and ethical obligations and duty of care.
- Our professional standards of practice and code of ethics.
- The client's evidence of capacity (letter from GP or specialist)
- and/or Gillick Competency (mature minor). Someone who is Gillick Competent will usually be more than 16 years old, mature enough to understand and consent to treatment without involving or knowledge of guardian/parents/carers.
- Nature and complexity of treatment or support.
- Appropriateness and necessity of gaining or releasing information to a third party

What Is Expected of Clients?

Clients are expected to:

- Treat staff and other clients with courtesy, dignity, and respect at all times.
- Respect the professional needs, opinions, and boundaries of staff.
- Keep Value Wellness informed of any significant changes in personal circumstances, such as changes in address, contact details, or medication.
- Work cooperatively with Value Wellness to address any issues that may arise during the planning and delivery of supports and activities outlined in agreements.
- Pay all fees by the agreed due date.
- Follow the agreed budget and financial arrangements.
- Provide at least two weeks' notice to the service if intending to exit the service.
- Participate in the development and regular review of their support.

Hospital Admissions

We would prefer if you informed us if you are ever admitted to hospital and please show us your discharge summary, so we understand your treatment plan. We may follow up with the hospital/acute service with consent to ask them of their treatment plan if they are potentially still involved in supporting you. This will avoid miscommunications and doubling up on supports which can be confusing for you.

If you are admitted to hospital, please let the staff know that you are receiving support from us. You can provide them with our name, role, and contact number. To help us stay involved in your care and coordinate support, please also give the hospital written permission to contact us. This allows us to share helpful information (if needed) and support your recovery in a safe, connected way.

Appointment Cancellation

We are here to support you. If you need to cancel an appointment, we appreciate your giving us ample notice. You can do this by emailing us at **admin@valuewellness.com.au** or by visiting the bookings section of our website at **www.valuewellness.com.au**.

Providing notice not only ensures your safety but also allows us to offer you alternative options, such as changing your appointment to a telehealth session or providing additional information. It also helps us offer support to others in your timeslot as many people are in need of support.

Cancellation Policy:

- A minimum of **24 hours' notice** (one business days) is required for cancellations, with no exceptions.
- If you do not provide notice, do not attend, or cancel less than 24 hours in advance, a cancellation fee equal to the full cost of the session will be charged to your account. Unfortunately, no rebates can be issued for cancellations, and no further appointments will be scheduled until this fee is paid.
- For appointments on Mondays, please note that cancellations must be made by Friday to avoid the late cancellation fee. Communication received over a weekend will be actioned on a Monday and will result in a cancellation fee.

Email/Text reminders are sent as a courtesy. Please remember that if you receive a reminder and do not respond with confirmation, your appointment is still considered scheduled, and failure to attend will incur a fee. It is recommended that you respond with a "Y" if you can attend.

If there are two consecutive late cancellations or non-attendances, or three non-consecutive late cancellations or non-attendances within your referral period (typically one year), we will not schedule further appointments with Value Wellness, and your support will be closed.

In such cases, we encourage you to reflect on whether we are the right provider for you and if you are ready and able to commit to your sessions. We recommend consulting your GP for a review and possibly seeking a referral to another provider.

If you decide to cancel all supports, please inform us at your earliest opportunity so we can ensure your safety. We understand and respect your decision to close your support with us and commend you for assertively communicating your needs. We are also happy to recommend other therapists or social workers who may be a better fit for you if required.

Payments and Rebates

At Value Wellness, all prices include GST where applicable. Our fees are designed to remain accessible while reflecting the high-quality, evidence-based support we provide.

- **Individual therapeutic sessions:** \$190
- **External clinical supervision:** \$215
- We align our pricing with the guidelines set by:
 - WorkCover (QLD)
 - Victims Services (NSW)
 - Victims Assist (QLD)

- EAP Providers

We aim to keep our rates below many pricing guidelines to help ease financial pressure, especially in light of current cost-of-living challenges. If any price changes are necessary, you will receive **a minimum of three months' notice**.

Medicare:

- If you have a Mental Health Care Plan (MHCP) from your GP, psychiatrist, or paediatrician, you may be eligible for a Medicare rebate of **\$85.20** per 50+ minute session.
- Medicare helps reduce the cost by providing a rebate. This means that for each session, Medicare will refund you \$85.20, which lowers the out-of-pocket cost you pay.
- For example, if a session costs \$190, and you have a valid MHCP, Medicare will give you back \$85.20 into your bank account, so your effective cost is **\$104.80** per session.

NDIS:

- For individuals supported by the National Disability Insurance Scheme (NDIS), sessions are billed at **\$190** each. This rate is below the current NDIS pricing guidelines, offering you high-quality support at a cost-effective rate.
- We work with **self-managed and plan-managed** NDIS participants. If you're unsure how your funding can be used, we're happy to help clarify how our services fit within your plan.

While we follow the pricing guidelines set by the Australian Association of Social Workers (AASW) and the NDIS, our fees are **substantially lower** to help ease the impact of the current cost of living. If there are any changes to our pricing, we'll give you **at least three months' notice** to ensure transparency and support your planning.

If you're unsure about rebates or funding options, we're happy to guide you through the process.

Affordability

Unfortunately, we do not offer bulk billing. If you are experiencing financial hardship or your budget does not allow for our services, please reach out. We can explore options such as scheduling fewer appointments or recommending other support services, including Centacare, Relationships Australia, Head to Health, Beyond Blue, Call to Mind, Headspace, or Open Arms.

For private payments, once your payment details (including credit card information) are securely stored in our clinical software system - Halaxy, there is no need to handle payments again. This allows us to separate the financial

and clinical aspects of your care, enabling us to focus entirely on your treatment.

We accept only card payments or direct deposits, and unfortunately, we cannot process phone or tap payments.

Payment Policy

Payment invoices are sent after each session via email. You can securely pay via our online system or direct deposit. Bank BSB and Account number will be provided on invoices. You may request receipts.

Please ensure your card can accept payments to avoid additional administration issues. We cannot schedule another appointment until all fees are paid.

Value Wellness will send payment requests and two overdue reminders before involving a debt recovery agency if payment is not made within two months. In this case, we will disclose your name, address, phone number, email, and outstanding fees to the third party.

We also accept payments from third parties (such as NDIS plan managers or Workcover). After each session, we will invoice them directly. However, if payment is not received for more than one session, we will be unable to schedule any further appointments and will close your support.

Why our payments & cancellation policy is Fair for ALL:

- **Sustaining Our Services:** Our policy ensures that we can maintain our income and continue covering essential expenses like office rent, software, and professional development. Without this, missed payments would jeopardize our ability to offer ongoing care.
- **Long-Term Stability:** By being financially sustainable, our small business can continue providing quality mental health support to you and others in the community. This approach has helped us serve clients since 2016, and we aim to keep going strong. Our policies are designed to support both your journey and the ongoing success of our practice, ensuring that we can be here for you and others for years to come.
- **Clear Boundaries and Consistency:** We believe in fostering a safe, organized, and trusting therapeutic environment. Having consistent policies helps maintain respectful communication and accountability, which strengthens our therapeutic relationship.
- **Encouraging Commitment:** Our policy encourages you to commit to your treatment and schedule when you are ready and motivated for change. This supports your progress and ensures you are getting the most out of your sessions.

- **Self-Care and Responsibility:** Life can be unpredictable, but by prioritizing self-care and making early decisions when unwell, you help us provide the most effective and timely care. This also helps others access appointments they may need.
- **Supporting Our Operations:** Behind the scenes, we have overhead costs like telehealth systems, secure data management, administration and therapy resources that keep our services running smoothly, professionally and confidentially. Your commitment helps us continue offering high-quality evidence-based care.
- **Maximizing Access for All:** With limited appointment slots, a clear cancellation policy allows others—especially those on our waitlist—access to the support they need. Your accountability not only benefits you but also creates opportunities for others in need of care.

Appointment Bookings and Clinical Software

At Value Wellness, we use Halaxy, a trusted global platform for clinical software utilized by over 40 types of health practitioners, including social workers and psychologists. Halaxy ensures your data is protected with 256-bit bank-grade security and encryption—the same level of protection used by banks. This means your records, notes, and payment details are securely encrypted and stored in an Australian-based, highly protected data centre with multiple backups in place.

When you click the 'Book Now' button on our website, you will be redirected to our Halaxy profile to complete your online booking. Rest assured; your information is securely hosted on Australian servers with state-of-the-art security.

SMS and Email

Response time between sessions is limited. At Value Wellness, we will respond briefly to appointment-related queries **during work hours**, when possible, primarily through our virtual assistant.

For longer communications, such as detailed emails or reports, these will be reviewed during session time. We will share the information with you transparently and work together to create a plan for support.

Please note, social media is used solely for marketing purposes at Value Wellness. We do not rely on platforms like Messenger, Facebook, Instagram, or LinkedIn for communication, bookings or sharing any clinical information.

Reports

Value Wellness is a therapeutic support service first and foremost. While assessments and reports are sometimes necessary, therapy sessions are not intended to focus solely on these tasks.

Any formal report writing is limited, specific, and done at the discretion of the practitioner with your consent. This service is charged at an hourly rate. In addition to sessions, short support letters or clinical handovers will incur a fee equivalent to one hour, whilst comprehensive reports will be charged at a three-hour rate for writing and administration, in addition to 3 information gathering sessions.

We do not complete paperwork on your behalf. Instead, we will equip you with the skills to manage your own paperwork effectively. We can guide you through complex systems, such as Centrelink, and provide advice on the best pathways for your needs.

Please note, Value Wellness does not offer medico-legal or court reports. We will not be expert witnesses. The provision of any reports is highly limited and remains at the discretion of the practitioner.

Phone Contact

Contact by email is recommended when needed as we may be in sessions and unable to use our phone. Contact hours are 9am-5pm Monday, Wednesday, Thursday Friday.

Emergency

Value Wellness is **NOT** an acute service. If there is an emergency need please contact: **Emergency Services – 000**

If you require after 24/7 or after-hours services please contact:

- NSW Mental Health Line: 1800 011 511
- QLD Mental Health Line - 1300 64 2255
- Suicide Call Back Service 1300 659 467
- 13 YARN (13 92 76), national crisis line support for Aboriginal and Torres Strait Islander people 24/7
- QLife on 1800 184 527 or on web chat at <https://qlife.org.au> 3pm to midnight, 7 days a week
- Lifeline on 13 11 14, Lifeline Text 0477 13 11 14, Lifeline web chat <https://www.lifeline.org.au/crisis-chat/> 24/7
- Kids Helpline – 1800 55 1800 <https://kidshelpline.com.au> 24/7
- Beyond Blue – 1300 22 4636 <https://beyondblue.org.au> 24/7
- DV connect - 1800 811 811 (female) 1800 600 636 (men) -24/7
- Mensline - 1300 789 978 - 24/7
- Poison Line 24/7 - 131126

- Parent Line 8am-10pm 1300 30 1300
- Drug and Alcohol Info Line 1800 177 833
- Gambling Helpline 1800 858 858

Right to Refuse Service & Zero Tolerance for Violence

To maintain a safe, supportive, inclusive and respectful environment for all clients and staff, we have the following policies in place:

Right to Refuse Service

We reserve the right to refuse service in situations where safety, respect, or professionalism is compromised. This includes, but is not limited to, instances involving intoxication (e.g., alcohol or substance use) or disruptive behaviour.

Zero Tolerance for Violence

We have zero tolerance for any form of violence, threats, intimidation, or harassment—whether physical, verbal, or emotional. Any such behaviour will result in immediate action, which may include discontinuation of services and notification of authorities if necessary.

Complaints

At Value Wellness, we respect your right, and that of your family, carers, or stakeholders, to provide feedback to our staff and management. Whether it's to share suggestions, resolve concerns, or acknowledge good performance, we encourage open communication. If you are unhappy with any aspect of our service, please speak up. Should you have a complaint, our Complaints Policy will be followed, and a copy can be provided upon request.

To report any concerns or issues, please contact us via:

- Phone: 0493 173 739
- Email: admin@valuewellness.com.au
- Website: www.valuewellness.com.au

If you are NDIS client and prefer not to discuss the issue with us, or if you feel it hasn't been resolved, you can contact the NDIS directly:

- Phone: 1800 035 544
- Email: enquiries@ndis.gov.au
- Website: [NDIS Feedback and Complaints](#)

For complaints regarding social workers, you may reach out to the Australian Association of Social Workers (AASW). Complaints can be submitted via their website or to the AASW Ethics Office:

- Phone: 03 9320 1000
- Email: ethics.complaint@asw.asn.au

The AASW will assess your concerns to determine if they can be addressed through their Ethics Complaints Management Process. Please note, however, that the AASW does not handle complaints related to payments, as these are not considered part of clinical care or professional conduct.

Schedule of Supports Agreement

By the end of the first session we will work with you to create a **Schedule of Supports Agreement**. This document will outline:

- Your therapy or support goals
- The types and location of supports offered
- The recommended number of sessions or hours
- Costs
- Any important preferences or needs you identify

This agreement is developed in collaboration with you and reflects the professional recommendations of your social worker. It helps ensure we're on the same page about how we will work together.

At Value Wellness, we are committed to delivering the services or support hours outlined in your agreement. Each agreement will typically cover up to 6 sessions, followed by a review to reflect on your progress and plan next steps. Any changes to your supports—such as number of sessions, goals, or type of therapy—will only be made with your verbal or written consent.

We'll check in regularly to review your progress, gather your feedback, and make sure the support continues to meet your needs.