**FREQUENTLY ASKED QUESTIONS**

**How much is a Counselling session?**

* A one hour session is $100, or $90 if you have a Health Care Card (concession).
* The initial appointment is normally an extended session (one and a half hours) – $140 ($120 for concession).

**What happens if I can’t attend in person?**

* You can request a counselling session by telephone, or video (Zoom).

**How can I pay for my session?**

* You can pay by EFTPOS, Mastercard or Visa on the day (using a Square reader). If you prefer to pay in advance by direct deposit, Chris can provide her banking details.

**Can I get a rebate for Private Health Insurance?**

* Yes, Listen and Care Counselling is registered with Medibank, Bupa and Police Health.
* Clients with extras cover can apply for a rebate through their Health Insurance provider by providing their receipt.

**I have a Mental Health plan from my GP, can I get a Medicare rebate?**

* At this time, Counsellors are not included in the Medicare Rebate Scheme. However our fees are comparable to the gap fee for other allied health services.

**Do I need to complete some forms prior at my first session?**

* Yes Chris will email your consent and intake forms to you before the first session, or you can complete them on the day.

**Are counsellors covered by insurance?**

* Yes, Chris has a current Public Liability and Indemnity Insurance Certificate.

**Does my counsellor have a National Police Check and Working with Children Check?**

* Yes.