

## OUR TEAM



**JANELLE** has been married for 20 years and has 2 teenage daughters. She has worked in a variety of settings as an educator for 14 years.

Janelle has university training in counselling, she undertakes regular supervision so as to provide a professional, down to earth and common sense approach to life issues.

Janelle aims to provide the best possible counselling for individuals, couples and families in a range of areas including -

- ▶ personal issues
- ▶ relationship and marriage issues
- ▶ pre-marriage counselling
- ▶ parenting issues
- ▶ bereavement issues
- ▶ abuse issues
- ▶ stress management

**ANDRES** is married to Janelle and is the friendly voice you'll hear on the phone when you ring **HOPE**. He can be contacted on 0407 993 111. If the phone is unattended you can leave a message and your call will be returned as soon as possible. You can also email us at [wenger1@westnet.com.au](mailto:wenger1@westnet.com.au).

## FEES

Because Hope Counselling Services is a private practice, we do not receive any financial support from the Government or community agencies, therefore we are a fee for service practice. See fee schedule for details.

## HEALTH INSURANCE

Counselling Services provided by counsellors are not normally able to be claimed through health insurance. Some claims can be made with certain funds in 'extra cover' when claiming as part of the 'life style' category.

Currently the national body representing professional counsellors, the Psychotherapists and Counsellors Federation of Australia (PACFA), is addressing the issues with health funds. PACFA encourages people to ring health funds and challenge them to provide rebates for this important service.

## INDIVIDUAL THERAPY

Contemplating going to see a counsellor can sometimes feel like a daunting task. Our counsellor makes every effort to provide a comfortable, pleasant and non-threatening environment. Every person is unique and presents their own particular history and set of concerns.

Some issues lend themselves to problem solving approaches which can be resolved relatively quickly while others are more complex and require greater exploration. Each therapeutic relationship is negotiated in such a way that the client feels that their goals are understood and made a priority.

## COUPLE'S THERAPY

Couple's therapy is often quite different from individual therapy given that it is focused specifically on the relationship between two people.

Our counsellor appreciates the challenges that couples sometimes face in trying to resolve relationship issues and therefore draws on a range of approaches to couple's therapy in a highly integrated manner seeking to provide couples with comprehensive insight, skills and strategies for resolving their concerns.

## FAMILY THERAPY

Family therapy is counselling which involves the whole family or at least several members of the family. This can simply involve Mum and Dad and their son or daughter coming to resolve school issues or family concerns. At other times this involves resolving wider family disputes and difficulties. Sometimes family therapy involves mums and dads coming to learn how to be more effective in their approach to parenting.

## CONFIDENTIALITY

All information provided to your counsellor is confidential except in the case of a court order (supreme), disclosure of a serious criminal offence or a life-threatening situation, (suicidal or homicidal intent.)

Presently occurring sexual or other abuse of children will be reported immediately to the appropriate authorities.

We do not provide a crisis counselling service and all clients are requested to report suicidal impulses to their general practitioner or other medical treatment provider.

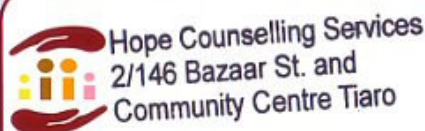


## CANCELLATIONS AND MISSED APPOINTMENTS

A fee equal to half your normal consultation fee will be incurred if you do not give at least 24 hours notice or fail to attend an appointment (excluding emergencies and circumstances beyond your control.) This enables us to keep costs to a minimum and to make times available for other clients.

## CONSULTATION TIMES

A variety of consultation times are available including some after hours appointments. Usually sessions are of an hour duration but 30 minutes sessions may also be available.



Hope Counselling Services  
2/146 Bazaar St. and  
Community Centre Tiaro

WELCOME TO

# HOPE

COUNSELLING SERVICES



# HOLD

# ON

# PERSEVERE

# EXPECT

Ph: 0407 993 111

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Email: [wenger1@westnet.com.au](mailto:wenger1@westnet.com.au)