



Online Counselling

Due to restrictions around COVID-19, New Hope Medical is now moving many sessions to Online Conferencing via Zoom (which is preferred) or telephone counselling. Zoom is a free and secure video platform used by many other organisations offering mental health services. The costs to you for daytime counselling remain the same. We also now offer after hours sessions, which have a slightly higher rate. Costs will be stipulated at time of booking, they are also shown at the end of this document. Sessions run for 50 minutes.

How do I access Online Counselling?

The service NewHope Medical will be providing with online Counselling is very personal work. We take privacy issues very seriously and will make every effort on our part to adhere to ethical standards as required by our registering bodies.

On this platform, we will be requiring clients to engage in these sessions using private and quiet spaces without interruptions.

The use of video and audio devices to record face-to-face, telephone or online counselling sessions is strictly prohibited without the explicit permission of the counsellor. Recording without prior permission is a violation of Victoria's Surveillance devices Act 1999.

The entire session will follow standard ethical and privacy guidelines, which stipulates the session is confidential. Strictly, no part of the session leaves the space or is shared unless the counsellor has reason to believe their client is at risk to themselves or others.

Before each session we recommend that you take time to prepare yourself and your space accordingly. Close the door in the space you have chosen. Switch off any other devices and have a drink of water with you.

To make sure there is time to overcome any technical issues, be ready to start 5 minutes before your scheduled time.



Online Counselling

Please use the zoom link below to test that 'zoom' is working for you and that your camera and microphone are activated. If this is working well, an 'invitation to join a meeting' will be sent to you via email just minutes before your appointment time. When you select the 'invitation to join a meeting' link, you will be connected to your counsellor.

What do I need?

- a) Computer - PC, Mac or iPad
- b) Camera - inbuilt in your computer or can be externally attached
- c) Headset with microphone is preferable otherwise check your computer has a camera, a microphone, a speaker and strong internet access
- d) Zoom - download software for free and test your camera and microphone all by simply visiting <http://zoom.us/test> and selecting the 'Join' button.

Note: The download and test should be carried out well prior to your first scheduled zoom session to ensure everything is working properly. Your counsellor will always email you the actual meeting link prior to each counselling session.

How do I book and pay for a counselling session ?

Bookings, simply call - NewHope Medical on: **9066 1145**

We will confirm your email address and mobile phone number. If you are a new client, we will also email you a registration form to complete and return prior to your session. No referral is required from a GP or specialist. There is no Medicare support for counselling sessions and therefore no Medicare rebate. An SMS reminder is sent 24 hours prior. Please respond Yes or No.

Payment Options

Following each session we ask that you complete payment for that session. An invoice will be emailed to you. Payment is made by direct credit or credit card using our secure payment terminal. Just as for face-to-face clients, a receipt and follow up session details are then emailed to you. Payment is requested within 7 days.



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- a) Bank Account Details will be included on the invoice for direct payment. Please quote your invoice number as your reference, when paying in this way.
or
b) Once the invoice has been emailed to you, you may call us and pay by Credit Card using our secure payment terminal. Please quote your invoice number when making payment.

Appointment Times and Costs per session

Business Hours Counselling available - Monday - Friday, 9 am - 5 pm

Evening Hours Counselling available - Mondays, Wednesdays & Thursdays. After hours rates apply to evening sessions.

Monday	6:30pm - 7:30pm
Wednesday:	6:30pm - 7:30pm
	7:30pm - 8:30pm
Thursday	6:30pm - 7:30pm

From 25 May, 2020 the following rates will be in use.

	Daytime Online Sessions	*After Hours Online Session
Concession <18 years	\$ 55	\$ 66
Concession >18	60	72
Adult	100	115
Couple	120	135
Family	145	

Our cancellation policy– 24 hours notice is required to cancel or reschedule an appointment. **A cancellation fee of \$50 may be applied if you do not attend the appointment or if 24 hours notice is not given.**