



REFLECTION PSYCHOLOGY

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ADDRESS

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Suite 201, 282-284 Collins Street



ABOUT YOUR PSYCHOLOGIST

You can find more information about our experienced counselling and clinical psychologists on our website:

www.reflectionpsychology.com.au

WELCOME TO REFLECTION PSYCHOLOGY

IMPORTANT INFORMATION

Do not attend if you are experiencing the following:

If you have a fever, cough, runny nose, difficulty breathing, sore throat, fatigue or have returned from overseas in the past 14 days or have had close contact with someone diagnosed with or suspected of having COVID-19 in the past 14 days, please seek urgent medical review at a fever clinic, GP practice or emergency department or call the Coronavirus (COVID-19) hotline on 1800 675 398 for 24/7 advice.

- Appointment Information -



Getting Ready:



Your first appointment

- To make any changes to your booking, please call us on (03) 98094888 as soon as possible.
- Please complete all registration forms digitally and email them back to us prior to your appointment.
- An automated SMS reminder will be sent leading up to your appointment— but please write the time, address and location somewhere handy too!



Introductory phone call

- Your Psychologist may call you prior to your first appointment (using 'Private' caller ID).
- If you miss their call, you are welcome to call us. We will inform the Psychologist of your preferred contact time— Or you can simply ask any questions you may have at the beginning of your appointment.



Medicare – Getting a Mental Health Care Plan (MHCP) Referral:



What you need from your Doctor

To receive a rebate from Medicare, your psychiatrist, GP or paediatrician will be required to complete a MHCP for you.

- We will require a **copy** of your MHCP, along with a **signed** and dated referral letter that contains:
 - ✓ a description of your diagnosis,
 - ✓ the date of your referral,
 - ✓ your Doctor's 'provider number' and
 - ✓ an indication of the number of sessions referred



What if I can't get a referral in time?

- Unfortunately, you must have obtained a MHCP prior to your first appointment if you wish to claim through Medicare.
- Alternatively, you may be able to claim benefits through your private health insurer (subject to your extras cover).



On the Day:

- Please arrive strictly at your appointment time. If you are early, we ask that you wait in your car if possible.

- Frequently Asked Questions -

We understand this may be a new experience for you— or you may have some questions about what to expect. Rest assured this is completely normal, and we're happy to answer any questions you may have.

Below are some commonly asked questions which we hope you find useful:

○ What should I expect from my first appointment?

Generally, the first few sessions will involve your therapist getting to know you, the challenges you're facing and your hopes for treatment.

This is a very important stage, as it allows you and the therapist to thoroughly address your concerns by looking past the surface aspects of the problem and towards a deeper understanding of it.

We understand that everyone attending therapy is seeking meaningful change, which is why a thorough assessment will allow you and the therapist to find the best path moving forward in a collaborative and comprehensive way.

○ How many sessions will I need?

There are many reasons people seek therapy and many ways to approach a particular problem you may be experiencing. Therefore, once your therapist has an understanding of your goals and concerns, they will be able to recommend the frequency and number of sessions of your sessions.

That said, appointments are typically weekly or fortnightly (depending on availability) — The more regular your appointments, the sooner you will see positive outcomes.

Ongoing, the frequency of meeting is something that you and your therapist will discuss throughout your therapeutic journey. Just remember, you can always discuss appointment issues with your therapist, as they understand things can change.

○ How do I know this is the right therapist for me?

We understand the importance of finding the right therapist.

The counselling process can involve looking at things from multiple angles— and while this can be reassuring, it can also be challenging at times. It is natural to feel some discomfort when talking to someone new, but it is also important that you generally feel comfortable with your therapist (this is sometimes called 'the goodness of fit').

Sometimes it may be helpful to discuss how you're feeling about the therapeutic journey with your therapist if you feel comfortable to do so — however, there may just be some therapists you connect more with than others.

If you think you might benefit from seeing a different therapist, our reception team will gladly discuss options for finding an alternative therapist for you.