



Willowtree Wellbeing

COUNSELLING & THERAPY



For Individuals

We see individuals both in clinic (Albury) and online throughout Australia. You don't need a referral to come and see us, however, if you would like a Medicare rebate, then you will need to see your GP and ask for a Mental Health Care Plan (MHCP) - this can be used when seeing Ashton or Mika



For Couples

We see couples in clinic in Albury. You don't need a referral to come and see us and at this time, there are no Medicare Rebates available, however, depending on which private health company you are with, you may be eligible for some cover



Cancellation Policy

When you book in to see our therapists, we set aside time to see you and prepare for your session. We therefore ask that if you need to re-schedule or cancel your appointment, you give us a minimum of 48 (business) hours notice. Less than 48 hours will incur a partial fee of 50%. If you give less than 24 hours notice of change or rescheduling we will have to charge the full session price.



Fees

Our fees vary depending on which therapist you see. Our therapists have a wide range of experience and engage in both ongoing training and professional development to ensure we are offering you the best possible service. At this point in time, we are unable to offer a bulk billing service however you may be eligible for a rebate (please see above)



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Information for new clients

- *Feeling nervous?* Don't worry, we understand that coming to a new service can make you feel a bit anxious. At Willowtree we aim to work with you in a way that best suits you. We will always collaborate with you about what you want to get out of coming to see us, as well as what has worked for you before and what hasn't.
- *What to bring* - if you have a Mental Health Care Plan it's a good idea to bring the referral letter with you as sometimes the GP won't have sent it to us yet. Also bring your Medicare card so we can make sure it's uploaded onto our system, which will make the rebate process a bit quicker.
- *How long is my appointment?* If you are an individual then your session will be 50 minutes long. When booking in we recommend you book at least 3 sessions to begin with so we can start you on regular sessions (usually 1-2 weeks apart). If you are a couple, your first session is 80 minutes long - your second and third sessions will be 50 minutes long and your therapist will discuss with you the length of subsequent sessions.
- *Can I see you online?* An online service is available for individuals depending on where in Australia you are located. At this point in time we are not offering online sessions for couples.

We look forward to supporting you to good mental health