

# WHAT TO EXPECT

from our Counselling Service



Road Trauma Support WA (RTSWA) is a state-wide service assisting anyone affected by road trauma, regardless of when the incident occurred or what level of involvement (direct or indirect) the person had.

We provide free counselling in person, over the phone or video call. No referral is required. Attending counselling can help to make sense of your experiences and assist you to cope with the road crash in a safe, confidential and non-judgemental manner. Even if the incident occurred some time ago, it is never too late to seek help.

Our free service does **not** include preparing reports for injury and compensation claims. The service requires payment up front for the preparation of reports at an agreed fee, based on WorkCover WA fees.

When making an appointment for counselling, a team member will provide you with intake documents to be completed prior to your scheduled first appointment.



For phone and video call appointments, please ensure your documents are returned to us by email or post prior to your appointment.



If attending in person, it is suggested you arrive 10 minutes prior to your first scheduled appointment to review your intake documents.



Your first appointment with a counsellor may last up to 90 minutes, with subsequent sessions up to 60 minutes.



Please feel free to discuss any questions you may have about counselling sessions, expectations or processes with your counsellor.



In the event you are not able to attend an appointment, please notify us as soon as possible preferably with at least 24 hours' notice.

## Confidentiality

All client information provided to RTSWA remains strictly confidential. Specific or identifiable details of our clients are not disclosed.

All personal information gathered during counselling sessions remains confidential and secure, however limitations to confidentiality exist. All conditions and limitations are described in our Counselling and Confidentiality Agreement, which must be signed on commencement with the counselling service.

## Our Commitment to You

Injury Matters' RTSWA program aims to provide respectful, nurturing, and confidential support services to anyone in WA affected by road trauma.

These rights and responsibilities extend to our RTSWA clients, their carer/s, support networks, staff and anyone engaged with our program services as appropriate.

Please see our website for the Injury Matters [Service Charter](http://www.rtswa.org.au) at [www.rtswa.org.au](http://www.rtswa.org.au)

If you have queries regarding confidentiality and privacy, please feel free to discuss this in your counselling session or with any member of the team at any time.

## Do you have an insurance or legal claim?

If you have or intend on making a claim for personal injury through an insurer or lawyer, RTSWA may be able to claim reimbursements costs for counselling sessions provided in assisting with your recovery. Any funds received through a compensation claim are redirected back into our services so that we can provide assistance to others needing our support.

In these instances, the cost of past or future counselling services can be factored into your final compensation payout, of which the insurer will reimburse RTSWA from your compensation settlement. **Provision of reports for insurance and lawyers is outside the scope of our free service and payment will be required prior to distribution of any reports.**


It is important to note that there will be no disruption to services provided to clients if a claim is not accepted or settled by the insurance or legal firm or if only a limited number of sessions are approved. Clients will continue to receive counselling services.

### Cancellations

It is unfortunate that we have many other people who have also experienced road trauma and are waiting to access our free counselling service. We therefore ask, in the event that you are not able to keep your scheduled appointment, to **notify us as soon as possible**, with at least 24 hours' notice. This allows us to offer these appointment times to other people in need.

At times, we may need to reschedule your appointment. In these instances, we commit to providing as much notice as possible.


 [www.rtswa.org.au](http://www.rtswa.org.au)

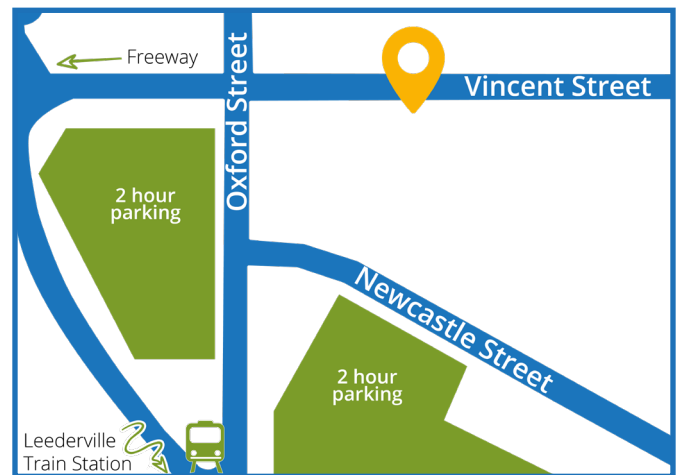
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 [facebook.com/RoadTraumaSupportWA](https://facebook.com/RoadTraumaSupportWA)

 @RoadTraumaWA



**Please note, Road Trauma Support WA operates Monday to Friday between 8.30am – 4.30pm.**



Road Trauma Support WA is delivered by Injury Matters with funding by the Road Trauma Trust Account, and contract management through the Road Safety Commission.

If you are in need of immediate support, please contact your GP or one of the following services:

**Lifeline** 13 11 14

**Samaritans Crisis Line** 13 52 47

**Kids Helpline** 1800 551 800