

Contracted Counselling: Frequently Asked Questions

Carers Victoria delivers face to face, telephone, video and group counselling to carers across Victoria through our internal and brokered services. At present approximately 75% of counselling referrals are brokered to external providers registered with Carers Victoria.

What are the requirements for all contracted counsellors?

- A minimum 3 years' experience providing professional counselling services
- experience and understanding of working with carers and knowledge of carer issues is desirable
- membership of relevant professional Counselling Association e.g. APS, AASW, ACA
- Professional Indemnity Insurance for at least \$5 million
- Public liability Insurance for at least \$5 million
- Current Police Check
- Current working with children check (if you work with children).

How many sessions are offered to carers?

- 6 sessions of counselling are offered to carers
- Sessions must be delivered within a 6 month period
- Carers are able to access further sessions 12 months from the date of the last session.

What rates are paid?

- Rates paid to counsellors: \$110 per session + GST (two \$50 cancellation fees can be claimed).
- We cannot guarantee the number of referrals you would receive as these vary. We have a high demand for the service and often have waiting lists.
- Invoices are required monthly and paid within 2 weeks. Final payment for episode is made upon receipt of Case closure information and invoices.

Does Carers Victoria look for additional skills?

- The ability to provide counselling in languages other than English is desirable.
- Qualifications and experience in working with children and young people are also desirable.
- Couple and family work are an advantage as well as particular knowledge of particular illness, chronic conditions, the aged, disability or mental health sectors.

How do the referrals work?

Carers Victoria receives counselling referrals from carers directly or from service providers. After speaking with a member of the Advisory Team to confirm their eligibility, the Advisor matches the carer with a counsellor based on a number of different variables eg language, specialty of counselling offered, location, gender, experience with a particular condition etc.

When the referral reaches Allocation (wait time varies from approx. 3 – 10 weeks) the contracted counsellor nominated receives an email to see if they are able to take the referral. Counsellors unable to take the referral are asked to notify Carers Victoria within 24 hours.

If the referral is accepted, full referral details are sent to the counsellor. It is then the counsellor's responsibility to deliver the sessions in accordance with their professional ethics and practice.

What are the current vacancies like?

- Whilst we are eager to hire contracted counsellors from across Victoria, the vacancies vary and are dependent on the current needs in each area of service.
- We recommend submitting an expression of interest so you can be contacted if and when we have availability.

Thanks for your interest in contracted counselling.