

THE [RELATIONSHIP ROOM]

New Client Information Pack

Who are we?

The Relationship Room is a place that specialises in all-things relationships. Our personal, warm, and friendly approach is the cornerstone of our practice. We wish for each and every one of our clients to feel supported, comfortable, and safe when seeking our services. This has been established through our non-clinical, relaxed therapy space and transcends to the practice of our therapists. We are made up of a team of psychologists, counsellors and psychotherapists who specialise in relationship work offering sessions with couples and individuals, both in-person at our Balmain East Clinic and online. We are passionate about providing client-centred care with a tailored, considered approach so that you may reach meaningful outcomes in your time with us.

Finding your therapist

We believe that feeling comfortable and open with your therapist is the most important part of seeking therapy. This is why we take a great deal of care in listening to your therapeutic needs and directing you toward the most appropriate therapist for you. Our admin team is available to discuss this process over the phone in order to point you in the right direction and answer any questions you may have. Otherwise, our therapist selector tool can be found online through our website.

Preparing for your first session

We understand that first therapy sessions can be daunting, but it is our aim to make you feel comfortable and safe. Before your appointment, we encourage you to reflect on what you would like to bring into session and any goals you may have. We also ask that you respond 'Yes' to our confirmation text to confirm your appointment a couple of days prior. On the day of your appointment, please try to come around five minutes early to fill out necessary paperwork and settle into the space with a choice from our house loose-leaf teas or snacks from our refreshments bar to enjoy in session.

Telehealth

All of our providers offer telehealth appointments. This provides the option for you to have a session in the comfort of your own home if you cannot make it into our Balmain East Clinic or if you'd simply prefer to meet online. To prepare for your first telehealth appointment, you will be asked to fill out our Contact and Telehealth Consent forms. We will send you the Zoom details to connect with your therapist in advance. All you need to do is find a comfortable, quiet, and private place with adequate internet connection, and click the link to join at the time of your appointment.

What to expect

Our aim is to help you to feel as comfortable, safe, and supported as possible. The first session is an exploration session so that the therapist may learn as much as they can about you in order to support you as needed. You can expect to discuss current concerns, family history, relationship dynamics, key support systems and the goals you have for therapy. After this initial session, your provider will suggest a plan that is most appropriate for your needs. Often this is two individual appointments followed by a follow up couples' session for couples' work, or ongoing individual sessions. In these sessions you will begin to explore and learn more about yourself and your partner. Your therapist is here to support you, listen to you and push you toward your goals.

Booking your next sessions

To book in follow-up sessions, our friendly reception staff can book you in after your appointment or over the phone. If you wish, you can also book through our website which will show the next availabilities for all of our providers. Please head to our website to see available appointments. If none of these appointments listed on the website work for you and you wish to be added to the cancellation waitlist, please give us a call.

Invoices and payments

Payments for in-person sessions are taken on the day and for telehealth, your online account is charged 24 hours in advance via your nominated card. Please note that for in-person appointments we do prefer card payments. If you wish to be issued an invoice to be able to claim back through Medicare or Private Health Insurance, just let our receptionists know and they will be happy to send it via email.

Rebates

If you have a Mental Health Care Plan from your G.P., you can claim a rebate from Medicare if you see one of our Registered Psychologists or Mental Health Social Workers. Per calendar year, you are entitled to an initial six sessions and then another four after visiting your G.P. for a review. Your provider will take you through this process and can answer any questions with you in session. Unfortunately, couples' sessions are not covered by Medicare. Some Private Health insurers will cover some cost of individual and couples' appointments. However, this does depend on your fund and the amount of cover they offer, so we encourage you to check with them.

Cancellations

You are free to cancel your appointments once you have booked them in. We ask that you please provide adequate notice if you wish to cancel. If a cancellation is made within 24 hours of the appointment time, the session is charged in full. This is because most of our providers have waitlists, and we need adequate time to fill your spot.

Contact Us

To get in contact with us please give us a call on (02) 9555 9115. Our reception team is available to help with your enquiry. Alternatively, you can send us an email at admin@relationshiproom.com.au and we will respond as soon as possible.