



National Redress Scheme in Queensland

The National Redress Scheme counselling and psychological care arrangements in Queensland

How to provide counselling and psychological care services in Queensland

Delivering counselling and psychological care (CPC)

To provide CPC services to people living in Queensland who have accepted an offer of redress from the National Redress Scheme you will need to:

1. Understand the requirements

Ensure that you understand the requirements for delivering CPC services including the maximum that can be charged for services and the requirements set out in the *Service provider agreement*.

2. Register to deliver services

Register with the Trauma Support Directory via <https://www.traumasupport.com.au/For-Practitioners> or apply for approval to the Counselling Program Team at redresscounselling@cyjma.qld.gov.au. Only practitioners registered with the Trauma Support Directory, or registered with the Redress Counselling Team through an application process will be eligible to bill the department for their services.

3. Before providing services

- Request permission to verify that the person has an eligible Unique Redress identification number and the number of hours they are able to access, then email redresscounselling@cyjma.qld.gov.au or phone 1800 569 100 for verification of eligibility.
- Provide services at your standard rate in keeping with the CPC schedule of fees.
- Disclose to the person any current or former association you or your organisation have with institutions participating in the National Redress Scheme or named in the Royal Commission into Institutional Responses to Child Sexual Abuse.
- Provide services in accordance with Queensland's requirements as outlined in the *Service provider agreement*.

4. After providing services

Invoices are to be made out to Department of Children, Youth Justice and Multicultural Affairs, Redress Counselling via redresscounselling@cyjma.qld.gov.au with the completed *Confirmation of counselling and psychological care session* signed by you and the eligible Redress recipient who received the services. This must take place within 28 days of the service being delivered.

Services and fees

Approved services for CPC are listed below along with the maximum reimbursement. The fees charged must be independent from health insurance and Medicare, and gap fees must not be charged to clients.

Counselling services

Therapeutic counselling delivered by a qualified practitioner.

Reimbursed up to \$180 per hour/50-60 minutes (\$198 including GST).

Psychological services

Assessment, diagnoses and treatment or review delivered by a registered Psychologist.

Reimbursed up to \$200 per hour/50-60 minutes (\$220 including GST).

Psychiatric services

Assessment, diagnoses and treatment or review delivered by a Psychiatrist.

Reimbursed up to \$260 per hour/50-60 minutes (\$286 including GST).

Brief therapeutic case management to access support services

Assistance with information and access, including warm referral, to support services that will help address critical issues impacting on psychological health and wellbeing. Examples of support services may include, domestic violence prevention and support services, housing services, and support services for drug and alcohol addiction.

Reimbursed up to \$130 per hour/50-60 minutes (\$143 including GST).

Group work

Participation in a structured therapeutic group program, facilitated by a qualified practitioner.

Reimbursed up to \$40 per person, per hour/50-60 minutes of attendance (\$44 including GST).

Further information

Further information about the Queensland redress counselling and psychological care arrangements, including frequently asked questions and forms can be found at:

www.qld.gov.au/nationalredress.

For information about eligibility to provide counselling and psychological care services, verification of eligibility and available hours for people requesting service, schedule of fees and services, or information about billing or invoices contact the Counselling Program Team on 1800 569 100 or email redresscounselling@cyjma.qld.gov.au.