

Info to read and keep: your Counselling journey with us at Cancer Hub

Welcome to Online Counselling here at Cancer Hub!

This is a space for you to discuss your cancer experience, whether you're going through cancer, survived cancer, supporting a close family member through cancer, and/or a family member died from cancer.

Our counsellors regularly work with young people and parents going through similar experiences and are looking forward to helping you on the pathway onward.

Getting in Touch With Us

Our team works different shifts across the week, Monday to Saturday. The most reliable way to get in touch is:

- via my email or SMS (details to be provided)
- Our Team Leader Cara is also available through online@canteen.org.au
- Cancer Hub's main line, 1800 431 312 (business hours)

Connecting for Sessions

You can choose phone, webchat or video appointments. If you want to change this over time you can request this.

In preparation for your session, you will also need a private, quiet space; access to reliable phone reception or internet for the duration of your session. If this is difficult, let me know and we can help with identifying some solutions for you.

How do I book a Session?

To book, cancel or reschedule an appointment, you can access my online booking calendar on Calendly anytime, which I will share with you.

If for some reason the link isn't working, please reach out via email or SMS as soon as you know a change is needed. This allows that booking session to be available for another person.

Crisis Contacts

Counsellors are not available outside of their working hours.

If you are in immediate danger, call 000.
Kids Help Line Telephone Counselling Support
24/7 (5-25 years) 1800 551 800
WebChat kidshelpline.com.au/get-help/webchat-counselling

Lifeline Telephone Crisis Support (24/7) 13 11 14
24/7 Web Chat lifeline.org.au/crisis-chat/
24/7 Lifeline SMS 0477 131 114

more information on the next page >

Consent, Confidentiality, and your Rights

You can sign our digital consent form before our first session (which will also be sent in a link via email). I can also talk this through with you. This is to ensure you have a clear understanding of what of what you are consenting to. Please note, without consent we cannot provide service to you. If you are under 16, a parent/guardian will need to sign for you.

We will talk about anyone you would like to give permission for me to share information with, if relevant, about your care. This could be a doctor, other mental health professional or other relevant person.

I will speak with you about confidentiality, our duty of care to you and where your records are kept. You will also receive a copy of our Charter of Rights.



What is your open disclosure policy?

Open disclosure is a process of discussing a care-related incident that may have resulted in harm, involving the service user and, where appropriate, their family, carers, and other support persons.

Our Open Disclosure Policy is available upon request. Please reach out if you would like a copy of this policy.

How do I prepare?

Everyone approaches counseling in their own way. Some people like to know what they want to talk about in advance, others wait until the session to see how they are feeling, it is up to you. The aim of these sessions is to offer support to you specific to parenting through your family's cancer experience.

Have a think about what you will need to make yourself comfortable too. A glass of water, fidget toys, cup of tea, tissues, comfortable chair or cushion, a pen and notebook, or a calm pet to sit with you might be helpful.

[more information on the next page >](#)

Why do I get surveys?

We will ask you to complete some questionnaires and surveys during our time together, for a couple of reasons:

- *To track our progress in the therapeutic space, and
- *To understand how we can improve the service we provide.

If you have any questions about the questionnaires and surveys you will be asked to complete, please don't hesitate to ask.

How many sessions do I get?

We typically offer up to 10 counselling sessions. As the sessions progress, we will take time to review our work together, and talk about how the sessions are going, and where relevant, possible next steps.

Depending on what is going on for you, we might finish our work together, take a pause or look at other services you might like to use.

You may not need 10 sessions – you might only need one! Each person is different and will need different types of support.

Missing sessions?

At Cancer Hub we understand that life can be unpredictable, so if something changes and you need to miss a session at short notice, reach out via email or SMS as soon as possible.

If you regularly miss sessions (e.g. 3 in a row) without giving notice, we may need to close your file for now. We will contact you to let you know that this is going to happen and tell you what you can do next. Even if this happens, you are welcome to connect with contact us again down the track. Depending on how long it has been since we last spoke, you may need to go back through our intake process. If this is the case, we will try to make the process as quick and straightforward as possible.



What happens if I don't respond?

If we don't hear from you for a while, we will reach out and check how things are going. We will see if parent support is still something you are interested in and have time for. It is completely okay if you change your mind.

If we have concerns about your wellbeing or safety and cannot reach you, we may get in touch with your emergency contact. If that does occur, we will share a minimum amount of information with them and honour your privacy wherever possible.

Unsure if your counsellor is the 'best fit' for you? Feel free to chat with me about this or reach out to Cara (Team Leader) via online@canteen.org.au.

Feedback and Complaints

We appreciate all types of feedback here, as it helps us to make sure we are providing support in a way that fits for you and helps us continually improve our services. You can provide feedback by:

- Speaking to me during session
- Use the Session Feedback Scale (a survey sent after each session, via email)
- Use the Outcomes Survey (a survey sent at the end of your engagement with us)
- Email or SMS me directly
- Complete the feedback form at <https://cancerhub.org.au/complaints-and-feedback/> or email feedback@cancerhub.org.au
- Email my Team Leader Cara at online@canteen.org.au

CANCER HUB

We look forward to working alongside you in the months to come!

Please let us know if you have any further questions.

1800 431 312 cancerhub.org.au