

What to expect at LWWHC

We welcome you to Living Without Worry Health Clinic (LWWHC)! We thank you for choosing us to support you to improve your mental health, reduce stress and improve your wellbeing.

PRIOR TO YOUR FIRST APPOINTMENT

For your convenience, LWWHC have online forms for you to complete prior to you attending your first session. This ensures your clinician is ready for you and allows you both to focus solely on you during that first session.

If you haven't already, please complete the referral and intake form by clicking the website link(s) below. This will take you approximately 5-15 minutes to complete. Should you have any questions or require support with the form(s), please contact our friendly Administration Team on 1300 889 609.

Form(s) to complete:

Not applicable if forms/agreement(s) have already been signed.

[LWWHC Referral and Intake Form](#)

YOUR FIRST APPOINTMENT DETAILS

Your first appointment is booked once availability is confirmed. This is currently 1-2 weeks of receiving the necessary information. If you require a high priority appointment (within 48 hours) you need to email info@lwwclinic.com or contact us on 1300 889 609.

WHAT TO EXPECT AT YOUR FIRST APPOINTMENT

At your first appointment, the best matching clinician will work with you to understand your personal circumstances, difficulties and challenges. This is achieved by asking specific questions, which will help them to get to you know and your current and previous situation/s. Once they have this info, they will work with you to recommend a treatment plan.

The clinician will do this in the safe, relaxed and confidential environment we have created at LWWHC. In the sessions following your first appointment, the clinician will work with you, using proven evidence-based therapy, whilst treating you with compassion and respect in order to yield effective and positive results.

If any of the booked appointments are not suitable, please advise us at your earliest convenience by email at info@lwwclinic.com or calling our friendly Administration Team on 1300 889 609. Alternatively, you are always welcome to pop onto our online client portal at your convenience to make changes to the above appointments (noting cancellation timeframes), or book further sessions. You can access the client portal here: [Home - Client Bookings Power Diary](#)

HOW LONG WILL THE APPOINTMENT TAKE?

Most of our clients attend at least 6 sessions with their clinician. For you to also get the best value from your time in counselling and optimal results, we strongly recommend attending at least 10 sessions. It is incredibly important to remember, that **mental health support is a process that takes time.**

ROOM AND BUILDING FACILITIES

To prepare for your appointment we have prepared a list of facilities available to you.

Our office has:

- Modern A grade office setting
- Air conditioning
- On site free parking (up to 2 hours visitor car parking if available)
- Stairs, ramp, lift and toilets
- Drinks available for purchase and kitchen usage
- security office access
- security cameras on site
- On site Cafe and Gym
- nearby GP clinics, chemist, fuel station and shopping centres
- Close to public transport
- Safe and private environment

FEES

Changes to your initial appointment:

Notice	Cancelling your appointment(s) <i>(i.e. you will not be proceeding with LWWHC)</i>	Rescheduling your initial appointment <i>(i.e. changing the day/time of the booking, and still intending to proceed with sessions at LWWHC)</i>
Inside 24 business hours cancellation period	100% fee applies	100% fee applies
Between 24 to 48 business hours cancellation period	50% of your deposit is absorbed by LWWHC (the other 50% will be refunded)	50% of your deposit is absorbed by LWWHC (the other 50% will be refunded)

Please note: all fees will be processed two business days prior to your appointment via your nominated credit/debit card or by invoice using our secure Clinic Management Software.

REBATES/MEDICARE

With a valid referral and Mental Health Care Plan (MHCP) from your GP, you will be entitled to a Medicare rebate of \$82.30-137.05 per appointment, for up to 10 sessions in a calendar year. We arrange these rebates on your behalf. If you do not have a valid Referral and MHCP, you will simply be billed as a private client.

We accept Medicare, Workcover, Age Care, CTP, EAP, DVA, Private Health and Private eg. eftpos payments. Check the service prices with us as they may change. They are set within the price guidelines of NDIS, Medicare and Private Health insurance.

CANCELLATIONS

We ask that you provide us with a **minimum of 48 hours' notice** - excluding weekends and public holidays - when needing to cancel or reschedule any appointment. Please note that the full appointment fee will be charged if you do not provide this minimum notice of 48 hours. We understand that the unexpected can arise, and it can be quite nerve-racking to attend your first appointment. To ensure continuity of care and to support you to maximise your time and investment, we can offer several alternatives to cancelling/rescheduling such as telehealth or phone sessions. Some payment plans may vary in cancellation fee percentages and timeframes. You're welcome to chat with our team about this.

LOCATION MAP

We are located at Level 1, Building 5 F, 528 Compton Road, Stretton Qld 4116. Please put "Living Without Worry Health Clinic" into your map/GPS - when you arrive, look for "Living Without Worry Health Clinic" sign, and there is a ramp, set of stairs and lift right beside the buildings entry doors. We are upstairs, inside on the left.

To see a map for directions, please click [here](#).

PARKING

Client parking is available in close proximity to our clinic with 2 hour visitor parking out front of Building 5 or designated parking behind. During peak times parking can be limited, we recommend giving yourself extra time to find a park.

If unable to find a park in our carpark, you may need to find public parking nearby.

We look forward to supporting you in improving your mental health.

Best regards,

LWWHC Admin Team

Expert Support in Your Way
