

Counselling and psychological support – Information for website

Counselling and psychological support

As a part redress, if you have experienced abuse you can access counselling from professionals who have expertise in supporting people who have experienced child sexual abuse. Further information about the counselling provided in the ACT can be found at

<https://www.victimsupport.act.gov.au/what-we-do/the-victim-services-scheme/counselling>

Accessing counselling and psychological support in the ACT

The ACT Government is responsible for delivering counselling and psychological care services to all people who live in the ACT who have accepted an offer of redress. Victim Support ACT, within the ACT Human Rights Commission, is the agency that will help to access counselling and psychological care services.

After accepting a redress offer for counselling and psychological support, ACT residents can access this support by contacting Victim Support on (02) 6205 2222 or sending an email to victimsupport@act.gov.au to arrange a preferred contact method.

Arranging counselling through Victim Support ACT

If you do not currently have a counsellor, Victim Support will talk with you and connect you with a professional who has the right qualifications to work with you.

If you already have a counsellor that you would like to continue to work with, Victim Support will contact the counsellor and assess whether payments can be arranged for future counselling sessions.

There are no specific limits to how many hours of counselling you can access as a part of the Redress Scheme. Victim Support can assist with access to long-term counselling, although sometimes sessions may be limited due to the availability of the counsellor.

Concerns or complaints

Victim Support can be telephoned on (02) 6205 2222 or emailed at Feedbackvsact@act.gov.au if you are unhappy with any aspect of the service you receive from Victim Support or your redress counsellor.

There is also the option of making a formal complaint through the National Redress Scheme Operator via the website at www.nationalredress.gov.au/about/contact-us