

### **Cancer Council Tasmania Supportive Care Counsellor: Referrer Information and Eligibility**

The supportive care counsellor works as part of the supportive care team providing up to four counselling sessions for clients who require additional emotional support. All clients will be reviewed by a member of the supportive care team- either f2f or via phone- prior to being booked in with the counsellor to ensure their suitability. Clients that are not deemed eligible for this counselling service will still be offered emotional and practical support as well as all of Cancer Council Tasmania's (CCT) other support services.

Counsellors are available Monday (Launceston), Tuesday (Sandy Bay) and Thursday afternoon (Devonport). All appointments are available face to face or via phone/online.

All the CCT supportive care counsellors hold tertiary qualifications in a related field and are registered with a professional body with access to regular supervision.

The counsellor works within a brief intervention model, any client that is assessed as requiring additional counselling or emotional support over and above the four sessions provided will be referred onto the appropriate service (as per existing referral processes). In addition, clients whose needs are not cancer related, require acute mental health support or whose needs are deemed more complex than can be safely managed in a community setting will also be referred directly onto the appropriate service ensuring client and staff safety is always maintained. Clients that are referred to our service with a dual diagnosis or complex mental health requirements will be reviewed on a case-by-case basis prior to being booked in with the counsellor.

#### **Eligibility Criteria\***

- The client must be over the age of 18.
- The client's primary concern is clearly related to their own or a family member/close friends' cancer diagnosis and does not pre-date the cancer diagnosis.
- The client must be less than two years post active treatment (i.e. chemo, RTx, surgery).
- Clients having palliative care treatment, ongoing treatment or unable to have treatment will remain eligible outside this timeframe.
- The client is bereaved (within two years) with the cause of death being cancer.

\*Any client outside this eligibility criteria will be discussed with a Manager/Director before booking.

#### **Exclusions to service\*\***

- The client is already receiving mental health support through another provider or service.
- Where the primary concern is not cancer related (ie. Social or other health concerns).

\*\*Clients experiencing thoughts of suicide or self-harm will be triaged and managed according to the existing supportive care suicide and self-harm flow chart and organisational processes.

#### **Referral process**

Health professionals can submit a referral via our current supportive care referral form, available here: [Cancer Council Tasmania Referral Form](#). Include 'counselling' in the free text section and the supportive care team will make contact with the client and manage the booking process.

Alternatively, clients can contact the supportive care team directly on 1300 65 65 85 or make an enquiry via the online enquiry form. If the client has contacted the supportive care team directly and additional details are required in order to confirm eligibility and/or finalise the counselling booking, a team member may contact the relevant health professional or treating team with consent from the client.