

Fee Schedule

Centacare NENW fee policy is designed to ensure that all clients understand the services available to them and any possible fees which may be incurred. Fees may apply to your counselling sessions and/or psychological service.

General Counselling— \$120 per session. Some private health fund rebates may apply. Check with your fund for further information.

Medicare Counselling—Full fee payment of \$120 or \$160 per session, with Medicare rebates available. Out of pocket expense is approximately \$35.

ATAPS—Free with referral from your GP and upon meeting eligibility criteria.

Carers Counselling—Free with referral from Carers NSW.

GHS — Free service for individuals and families.

EAP Counselling—Free through your workplace. Contact us for a quote for your organisation/ business.

Payment of fees are to be paid at reception prior to your session, unless fees are to be paid by referring agent.

For some programs, failure to attend appointments (no shows) or late cancellations (within 24 hours of appointment) will count as one session, and charged accordingly.

Contact Details

Armidale

150 Rusden Street, Armidale
Phone: 02 6738 7200

Glen Innes

200A Bourke Street Glen Innes
Phone: 02 6739 7700

Tamworth

V Guy Kable Building
201 Marius Street, Tamworth
Phone: 02 6762 9200

Moree

48 Auburn Street
Phone: 02 6750 8500

Inverell

21 Oliver Street
Phone: 02 6721 6400

Narrabri

1/116 Barwan Street
Phone: 02 6792 9300

Walgett

86 Wee Waa Street
Phone: 6817 9001

headspace Tamworth

2 Darling Street
Phone: 02 6762 9290

Counselling & Psychology

Supporting you, your family,
and your workmates.



Centacare NENW acknowledges the traditional custodians of this land and pays respect to the elders past and present.

How can we help?

We understand that sometimes life can be difficult, scary, or overwhelming. Talking through some of your concerns with one of our counsellors or psychologists could really help you to get back on track. It's ok to ask for a hand - it's a really brave decision!

There are lots of different ways you can chat with one of our clinical team - for free, low-cost, or by paying for each appointment up front.

General Counselling

General Counselling is provided to individuals, couples, or in a group/family format. You can chat about anything - you don't have to have a diagnosed mental illness, you may be after some help setting goals or making a change in your life. We're here to listen and help. There is no specific limit on sessions accessed, however it is based on fee for service.

Medicare Counselling

Medicare Counselling is offered once we receive a Mental Health Care Plan from your GP. Initially 6 sessions, we can talk to your GP if you feel like you need more, but it is capped at 10 sessions. Session costs are required to be paid upfront, with Medicare rebates available.

ATAPS (Access To Allied Psychological Services)

ATAPS is offered once we receive a Mental Health Care Plan from your GP. This free service has specific target groups and criteria to meet, so talk to your GP or our team to find out if you are eligible. We offer ATAPS in Armidale, Inverell, Glen Innes, Gwydir, Moree, Narrabri, and Tenterfield local government areas, and to Tamworth city.

Carers Counselling

Carers Counselling is offered with the support of Carers NSW. Carers can access up to six sessions with a fully qualified and registered psychologist or counsellor. This can be done face to face, over the phone, or via videoconference.

Caring for someone can be hard work, and counselling can help with feelings of anger, depression or anxiety. It can also help build resilience and wellbeing, as well as provide tools to better handle stress and conflict.

GHS (Gambling Help Service)

Our Gambling Help Service (GHS) can provide you, or someone you care about, with counselling, support and assistance. You don't have to be a problem gambler to ask for help - this service is open to anyone impacted by problem gambling.

This can include self-exclusion from gaming venues, to manage gambling behaviour in a safe, confidential and non-judgemental environment.

GHS is provided for free, and is funded by the NSW Department of Liquor, Gaming and Racing under the Responsible Gambling Fund.



EAP (Employee Assistance Program)

Our Employee Assistance Program (EAP) provides a confidential and professional counselling service aimed at brief, solutions focused treatment. EAP targets a 3 session structure, however, an additional 3 sessions can be accessed if required. The Employee Assistance Program provides assistance for issues such as:

- Conflict resolution
- Interpersonal relationships
- Anxiety, stress, depression
- Alcohol and substance misuse
- Impact of financial and legal problems
- Coping with change
- Marital and family problems
- Trauma and critical incidents
- Grief and loss issues
- Coaching for managers and supervisors

Talk to your HR team or your manager if you'd like to access EAP through Centacare NENW. We can also provide workplace mediation to help resolve conflict and find ways to move forward as an effective team.

Charity Counselling

We understand it can be difficult to get the help you need sometimes. As the Social Services Agency for the Catholic Diocese of Armidale, we're committed to helping the most vulnerable people in our community. Please talk to our team if you are in financial hardship or struggling in another way - we will do our best to help you get the support you need.