



THERAPY SERVICES - Frequently Asked Questions

OUR APPROACH to therapy is simple - we focus on the needs of the individual and foster resourcefulness to people not only navigate challenges, but truly thrive. Through our person-centred approach, we adopt a holistic perspective; addressing emotional, social and practical aspects of life, to promote overall well-being. We understand that each person is unique, so we tailor our sessions to meet the specific needs and goals of the individual we are working with. We're here to help you, and we do it together.

OUR SERVICES

Shift & Co provides a safe and supportive space for you to unmask and find your authentic voice through individual Counselling and/or Art Therapy sessions. We also run a Creative Expressions group for those who would like to explore art making for personal health and wellbeing whilst connecting with others sharing the journey.

COUNSELLING

A talk-based therapeutic approach to assist clients to explore and address their thoughts and feelings. You can talk freely about what is important to you. Your therapist will listen to the little details whilst helping you keep sight of the bigger picture. To aid self-reflection, we might use things like post-it notes to organise our thoughts, make mind maps, or work with objects to tell stories.

ART THERAPY

A creative and expressive form of therapy where individuals use various art materials and techniques, to better understand themselves, their experiences and their challenges. Due to less reliance on verbal-communication, Art Therapy broadens accessibility of mental health therapy to the disability and neurodivergent community.

Do I need to be an artist or know how to use art materials?

Not at all. No art skills are required to participate. Someone's level of technical ability with using art materials is never a barrier to experiencing the benefits of Art Therapy. Art Therapy is not about making works of art to hang on walls, instead it's about using creative methods to express, communicate, self-discover, process big feelings and more. The value of Art Therapy can be found in the process rather than the finished product.

WHY ENGAGE IN THERAPY?

Therapy can be for everybody of every age and every ability. Anyone who is facing a personal challenge, can seek therapy. Common reasons include:

- A desire to 'unmask' (and build self-understanding, self-acceptance and authenticity)
- Difficulties in organising thoughts
- Stress and anxiety
- Relationship issues
- Everyday frustrations or challenges
- To develop clarity and personal direction

Having a better understanding of ourselves can help us navigate life challenges with greater awareness.

INDIVIDUAL THERAPY SESSIONS 1:1

Individual therapy sessions are available face to face from our hub in Hawker on Mondays, Wednesdays, and Thursdays. Appointments are made by request. Please send an expression of interest directly to therapy@shiftnco.com with your preferences to arrange a mutually agreeable day and time. For new clients, some preliminary paperwork will need to be completed. For existing clients, we will simply update your existing service agreement.

What can I expect from our first session?

The first session is really a chance for you and your therapist to get to know one another. Prior to the first session you will have filled out your intake form and service agreement. Your therapist will talk through the information you have provided and may ask a few more questions to be sure they understand what you would like to get out of therapy and how we can best support you. You are welcome to ask questions too.

What do subsequent sessions look like?

Sessions are tailored to your individual needs to help you reach your goals. Each client will process things differently and progress at their own pace so your therapist will be guided by you. Your therapist is a companion on the journey and can make suggestions for processes and activities that will help you to explore your experiences and express your emotions.

How often are sessions scheduled and for how long?

Counselling sessions are usually 50 minutes in duration. Art therapy sessions are a little longer, 1hr and 20 minutes in duration, to allow ample time for creative expression and discussion with your therapist. Sessions in either modality are usually scheduled on a weekly or fortnightly basis. There is some flexibility with the duration and frequency of sessions so talk to us about this to find the right fit for you. We will review every 3 months.

Do I need to bring/buy anything?

All materials are supplied for you. Where preferred, clients are welcome to bring their own materials that may support them in therapy.

Fees

Therapeutic sessions are \$150/hr

Counselling sessions - billed as 1hr (50min session, 10min notes)

Art Therapy Sessions - billed as 1.5hrs (1hr and 20min session + 10min notes)

It's important to us that we make our programs as accessible as possible and understand that the cost may be a barrier for some. Therefore, for each of our programs, we have a limited number of 'supported placements' available, at a reduced rate for a limited time period. This allows members to join our sessions, and the positions to be shared amongst those in need.



TERMS OF SERVICE - these apply to individual and group sessions

Cancellation of Appointments

One business day's (24hrs) notice will be required for cancellation of any supports. Payment will be required at the discretion of the provider if cancellation occurs within this period. If you need to cancel a scheduled appointment, please notify Sally via email to therapy@shiftnco.com.

Confidentiality

Shift and Co respects your privacy and personal information and will not disclose to any party, unless there is a duty of care to prevent harm occurring. Information shared within support sessions will be held in strict confidence, except where we have immediate concerns for the safety of yourself or others, or in such cases where client notes are required to be disclosed by law. At times, your support person may discuss elements of therapeutic work with their supervisor with the view to improving the services provided to you.

Photography

Photographs of artwork created during sessions may be taken to document your therapeutic journey. These images assist us with NDIS reporting and can be helpful to look back on. With your permission, de-identified images may also be used for promotional purposes. On these occasions, Shift and Co will seek your express permission.



About Our Lead Therapist - Sally Holliday

Sally is a trained Art Therapist, Counsellor and mental health professional. Prior to graduating from the College of Complementary Medicine and becoming a creative therapist, Sally worked as a Disability Support Worker, helping clients achieve their goals across a variety of settings. Sally fosters a safe and supportive space for healing and personal growth.

Curious to learn more about therapy services at Shift & Co? We offer a free 20-minute discovery call service. This call is an opportunity to ask any questions you may have in order to determine which service is the best fit for you. Simply email Sally via therapy@shiftnco.com to book a mutually agreeable time.