

## Assure Counselling FAQs for landholders in PFAS sampling zones near CS Energy's Callide Power Station

### What should I say when I call Assure?

When you call Assure, **please let the team know that you are part of the PFAS sampling area near CS Energy's Callide Power Station.**

You are not expected to provide the reason for attending – this is a conversation saved for your session with the psychologist.

You can book an appointment by calling Assure on **1800 808 374**, or you can also request an appointment online at: <https://assureprograms.com.au/book-an-appointment/>. Once you've completed the form, a Client Support member will contact you during business hours to finalise and confirm your booking.

### What can I access?

The entitlement includes 4 x sessions for two separate reasons.

### What happens if I need to speak with a psychologist straight away?

If you require urgent assistance, you can request to speak with a psychologist over the phone immediately or at a time suitable later that day. Please inform Assure's Client Support Team if you need to speak with someone urgently.

### Is my contact with Assure reported back to CS Energy?

No. Assure is bound by confidentiality, no personal or identifying information is given to CS Energy and everything you say is confidential, similar to your interactions with doctors and lawyers.

To find out more about Assure's privacy and confidentiality, please visit:

<https://assureprograms.com.au/privacy-policy/>

### How do I connect with the psychologist?

It's up to you. You can have a phone session or Skype session.

### Are the psychologists qualified?

Yes. All Assure's counselling services are delivered by registered psychologists, nearly all with at least five years' experience.

### Can I call the service after hours?

Yes, Assure operate 24/7/365. Urgent needs afterhours, on weekends and public holidays are supported by Assure's on-call psychologists. Call Assure and follow the phone call prompts if you need urgent help after-hours.

### **How much does it cost me?**

The counselling service is available to you free of charge. When you are nearing the maximum number of sessions (4) under the program, your psychologist will discuss options for ongoing support, including what cost there is.

### **What happens if I miss my appointment?**

Assure require 24 hours' notice if you are not able to attend a booked appointment. This is important to allow others to access the service sooner by taking your appointment time. If you do not provide one business days' notice, you will lose a session from your allocation (4). Assure will provide you with reminders that you need to give at least one business days' notice if you cannot attend an appointment. However, it is your responsibility to provide sufficient notice.

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