



Heartlinks we know families



Operating as a social enterprise of Family Life, Heartlinks has been providing trauma informed, quality counselling services to children, parents and families in the Bayside and Mornington Peninsula areas since 2015.

In response to the global COVID-19 pandemic, Heartlinks has transitioned to providing the same quality counselling services utilising a secure, online tele-health platform called CoviU.

It is normal for families to feel afraid or overwhelmed during these uncertain times and some stress and anxiety is to be expected. However, if anyone in your family is finding the enforced adjustments to your lifestyle difficult - such as working from home, remote schooling, unemployment, isolation from friends and family - the Heartlinks counselling team is here to support you.

Bookings and more information:

To book or for more info, visit us at heartlinks.com.au
Email heartlinks@familylife.com.au or call (03) 8599 5488

Facebook: <https://www.facebook.com/heartlinksau>

Instagram: <https://www.instagram.com/heartlinksau>

Our dedicated professional team is available to provide counselling to children, parents or families around issues such as:

- Managing stress and anxiety
- Emotional regulation
- Understanding child development and behaviour
- Parenting challenges
- Parent-child relationship issues
- Sibling issues
- Family change and lifestyle adjustment
- Grief, loss and trauma
- And much more

Heartlinks qualified and experienced counsellors have expertise in a range of areas and provide a safe, confidential and non-judgemental space in which to explore your concerns.

All Heartlinks counsellors use child-focussed and trauma-informed therapeutic practices and always consider the issues and the individual in the context of their environment, experiences and family.



Social Enterprise



How does online counselling work?

- Heartlinks uses CoviU as a video conferencing platform to provide online counselling
- You do not need to download an app or create an account to access CoviU, all you need is a device that has a camera and microphone, such as a computer, tablet or smartphone
- Your counsellor will send you an invitation to the counselling session via email or SMS, you then click on this link to access the session and follow the prompts
- CoviU sessions are private and confidential just like if you were meeting in an office. The counsellor will ensure that they are in a private space, we ask that you do the same
- Your counsellor may wish to email you content prior to or following a session to support the counselling work
- Your counsellor is able to share their screen with you and may use this capability to enhance learning or to share information during your session
- You can read more about CoviU's privacy policies and security of data by following the links below:

<https://coviU.com/static/privacy>

<https://help.coviU.com/en/articles/412368-privacy-security-of-data>

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How does phone based counselling work?

- Your counsellor will contact you via phone at the scheduled appointment time
- Your counsellor may wish to email you content prior to or following a session to support the counselling work
- Telephone sessions are private and confidential just like if you were meeting in an office. The counsellor will ensure that they are in a private space, we ask that you do the same

At Heartlinks, we believe that counselling is most effective when the client and the counsellor work in collaboration to explore issues, strategies and solutions. If you are unsure if we can help you, please phone the Heartlinks office for a confidential discussion.

Counselling sessions

In response to the COVID-19 pandemic, Heartlinks has reduced our fees for counselling and has extended service hours.

- The frequency and number of sessions is dependent on individual concerns and will be discussed between you and your counsellor
- Appointments are available from 9am to 7pm Tuesday to Friday
- The fee for a 50 minute session is \$120
- Fees are to be paid at the time of the service or in advance

