

Group Work FAQs & Important Information

- 1. Contact details/Locations:** Our phone number and address are provided in the attached confirmation letter. Please note locations of groups may change due to COVID restrictions/room availability, you will be notified should this occur.
- 2. Parking:** Please allow time for parking. All our sites have limited parking available and parking in the area can be challenging. Timed parking may be the only option; please take notice of the timeframe given as some areas may only be 15min parking. You will be given the opportunity to move your car if required.
- 3. Payment:** A deposit is required to secure your booking, as spaces are limited. The remaining amount is to be finalised prior to completing the group. This can be done at our office in person or over the phone (no cash payments accepted). If you are having challenges with payment, please call our intake staff to discuss payment options.

Please note:

Due to high demand either the full fee or 50% deposit must be paid upon enrolling in a Saturday or evening group to secure your booking (No payments accepted after hours)

Mental Health First Aid, Youth Mental Health First Aid, Prepare Group Edition & Prepare couples must be paid in full upon booking (invoices can be requested).

- 4. After hour groups:** Our office hours are Monday – Friday, 9am – 5pm. Clients attending groups outside of these hours are to please push the bell at the entrance for entry to the building. A facilitator will come and let you in. If you are running late or unable to make the group, please call before 5pm if possible.
- 5. Changes to contact or intake details:** We request that all clients call our intake number to notify us immediately, should any contact details change, or life situations that may impact your ability or safety in attending a group.
- 6. Cancellation of attendance:** Please notify us as soon as possible if you can no longer attend a group. Refunds are available if you do not wish to reschedule, 48hrs notice is required. CatholicCare will endeavour to contact you as soon as possible regarding any changes, including cancelling a group due to minimum numbers not being met.
- 7. Pre-Group Engagement:** We will endeavour to contact you by phone prior to the first session of the program to confirm intake details, your ability to attend all sessions, provide any other important information, and offer an opportunity for you to ask any questions. If we are unable to contact you, an SMS will be sent. An SMS reminder will also be sent the day before the first session.

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8. **Non-Attendance/Missing a session:** Clients are required to attend ALL sessions. We understand that there may be instances outside client's control that affect their ability to attend.

Clients providing notification, costs, staff and room availability, the number of sessions and content missed, will all be considered in our ability to support a client in completing the group. We cannot guarantee a client will be able to complete the group and receive a certificate, if this is the case, clients can request a partial completion certificate, which outlines how many sessions were completed, the client can then rebook to complete the group in full, to receive their certificate.

Please note: A client is unable to join a group if they have missed the first session. The client will be offered a place in the next available group.

9. **Group Guidelines:** At the beginning of each group, guidelines will be established to set boundaries and ensure safety for all involved in the group.
10. **Break out room:** All group sessions will have an allocated space for clients to go if they are feeling overwhelmed, need to take a call etc.
11. **Childcare:** CatholicCare currently do not offer childcare, however if you are unable to arrange care for a child under 6 months please notify the intake worker. Due to the content of some groups, we may advise it is not suitable for the child to be in the room during the session, however alternative options can be arranged.
12. **Lost resources:** Most of our programs include a client workbook; this is included in the cost of the group. If clients require another workbook this may incur an additional cost (cost will vary depending on the group).
13. **Letters of Attendance:** Partial completion letters are available upon request to confirm attendance.
14. **Certificates:** All clients are eligible for a completion certificate where ALL sessions have been attended. Certificates are provided at the end of the final session.
15. **Maximum number of groups per term:** Due to demand and limited spaces available in many groups, clients can only book in and complete a maximum of 2 groups per term.
16. **Additional Support:** Counselling is available at CatholicCare, if a client needs additional support outside of the group, the facilitator can refer the client to our counselling service, or other services in the area if we are unable to assist.

We thank you for contacting CatholicCare and look forward to meeting you.