

Open Arms - Veterans & Families Counselling (Open Arms) provides mental health, counselling, and wellbeing support services to anyone who has served at least one day of continuous fulltime service (CFTS) in the Australian Defence Force (ADF) and their families. Reservists with CFTS and those without but who have rendered border protection or disaster relief service or been involved in or witnessed a serious training accident, and their immediate families are also eligible.

As a **national accredited mental health and counselling service**, Open Arms is aligned to mental health best practices that emphasise goal-focused counselling and support. The Episode of Care approach is designed to ensure the provision of safe and evidenced-based care, promoting client recovery and independence over an indicated number of sessions. When a client starts counselling, care coordination or peer support, their Open Arms worker will discuss their situation and needs to create a plan with agreed goals. The amount of counselling, coordination or peer support will relate to their progress towards these goals. For many clients, this can be achieved within ten sessions. **However, there is no limit to the number of sessions in an Episode of Care.** The client and their clinical needs remain at the centre of Open Arms service delivery.

We provide treatment and support for clients dealing with issues such as depression, anxiety, PTSD, stress, and family and personal issues. We do this with one-on-one counselling, couples counselling, family therapy, care coordination, peer support and group programs provided across Australia. The **Open Arms Model of Care** provides the framework for Open Arms services and defines what clients can expect when they reach out for support.

Partnerships and Referral Pathways

Open Arms provides treatment and support within the broader health and mental health systems. This requires partnerships with other healthcare providers such as the client's GP and other community, health and mental health services. With consent, Open Arms works with a clients' treatment providers to support wellbeing and recovery.

Who do we support?

- Veterans
- Current Serving ADF
- Personnel Reservists
- Partners
- Children
- Parents (have limited eligibility)
- Siblings (have limited eligibility)

Who do we work with?



Can I see the same Open Arms worker each time I am seeking support?

If the counsellor or peer worker is available and has capacity, you may be able to see them again. We cannot guarantee that we can accommodate a preference to see the same counsellor or peer worker, and in most cases, we will recommend that you choose to see a different counsellor or peer worker.

Will I need to complete new paperwork each time I engage with Open Arms?

Client consent must be renewed each time you reengage with Open Arms. This is to make sure we are liaising and sharing information with the people and organisations that you want us to. This is the only paperwork you will need to do, but we will ask you to update us on the things that have happened to you that are important to our support for you.

What does a counselling episode of care look like?

