

Counselling Services

What You Need to Know



Counselling Services

At City Fertility Centre, counselling is an essential part of the service we provide to all people we are helping to achieve their dream of falling pregnant. It is common for people to experience a range of emotions after the diagnosis of a fertility issue, or during their fertility journey. With one in six Australian couples experiencing infertility, you (and your partner, if applicable) are far from alone.

Everyone will deal with the emotional aspects of a fertility program in different ways. Feelings of anxiety, stress or isolation may make the experience challenging to navigate.

It may affect your personal relationships with others, your perspective on life and how you feel about yourself. Managing these emotions will depend on your own coping processes. Counselling can provide a positive experience and increase the level of support needed during treatment. Our experienced counsellors are here to provide support for people before, during and after their journey. We encourage you (and your partner, if applicable) to access our counselling service at any time if you feel you need extra support, or advice.

Many Ways we can Help

The following information may help you decide whether you should seek counselling support or need assistance regarding your treatment options. We can help to equip you (and your partner, if applicable) with the skills needed to manage emotions, cope better with day-to-day stresses, whether these are related to treatment or not, and ultimately prevent long-term problems such as depression and anxiety.

Counselling provides an ongoing source of non-judgmental support at a time when you may be feeling apprehensive. Overall, our goal is to help you gain a greater sense of control and reclaim life during treatment. It is therefore our role as counsellors to help you identify which strategies suit you best. We become support person, educator, counsellor, therapist, mediator and life coach.

Expert Advice Tailored to Your Needs

Whatever your concerns, counsellors can guide you through them with specific strategies, making you (and your partner, if applicable) more psychologically and emotionally able to realise your family-building goal.

Our counsellors, who are registered psychologists and members of the Australian and New Zealand Infertility Counsellors Association (ANZICA), offer a wide range of services, including:

Decision-Making Help

People being helped to overcome infertility sometimes need to make significant decisions involving the management of their program, their stored embryos, or dealing with treatment outcomes they were emotionally unprepared for.

Emotional Support

We offer an emotional support counselling service during clinic hours and we encourage you to access this at any time during your treatment cycle. Counselling may be a positive step when you are trying to deal with preparing for treatment, undertaking treatment and the outcomes of fertility treatment, while juggling work and social commitments.

Donor and Surrogacy Guidance

Fertility treatments that involve the use of donated gametes (eggs/embryo/sperm) require counselling before starting the process. Counselling is designed to help donors of gametes, and recipients, to understand the psychosocial and ethical implications of treatment, their rights and responsibilities and any legal considerations.

Mandatory Pre-Treatment Consultation (Victoria)

In Victoria, the Assisted Reproductive Treatment Act (2008) requires all people (including partners) to undertake counselling before starting fertility treatment. Both patient and partner (if applicable) will need to attend the counselling session. The duration of the appointment and number of sessions required may vary depending on the type of treatment involved.

At City Fertility Centre, you have the opportunity to benefit from one complimentary counselling session during every stimulated cycle.

After-Hours Support

If you feel you need counselling support outside of normal business hours, please contact your fertility specialist or visit the emergency department of your nearest hospital. Alternatively, there is a range of community-based counselling support services available, including:

Lifeline
131 114

The Salvation Army
137 258

Beyond Blue
1300 224 636

Reach out to Friendly Forums

We hope this brochure has given you an insight into the valuable role counsellors can play in your fertility journey. You may also find it useful to talk to people who are in a similar situation as yourself. Sharing similar thoughts and experiences can sometimes smooth the treatment path and reduce feelings of isolation. The following groups can help as sources of information and reassurance:

[AccessAustralia](http://www.access.org.au)

www.access.org.au

[Australian Donor Conception Network](https://www.australiandonorconceptionnetwork.org)

<https://www.australiandonorconceptionnetwork.org>

[Andrology Australia](http://www.andrologyaustralia.org)

www.andrologyaustralia.org

[Endometriosis Association QLD \(Inc\)](http://www.gendo.org.au)

www.gendo.org.au

[Polycystic Ovary Syndrome Association of Australia](https://www.facebook.com/PCOSAustralia/)

<https://www.facebook.com/PCOSAustralia/>

Where to Now?

Call City Fertility Centre during office hours to organise an appointment. Our experienced counsellors are available at each clinic for face-to-face or phone consultations.

Contact Us

Adelaide	1300 483 235
Brisbane City	1800 123 483
Brisbane Southside	1300 483 784
Gold Coast	1300 859 116
Melbourne City	1300 781 483
Melbourne Bundoora	1300 483 232
Sydney	1300 277 447

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