

Welcome to Brookwater Therapeutic Connections



Information Handbook For Families, Caregivers and Stakeholders

Founder, Director & Play Therapist - Supervisor

About Hannah Hendry

Hannah Hendry is the Owner and Director of Brookwater Therapeutic Connections, bringing over 13 years of rich international experience in both the U.K. and Australia.

As a highly qualified Play Therapist, Counsellor, and Psychotherapist, Hannah has dedicated her career to providing thoughtful, compassionate care. Her expertise extends to supervising fellow therapists, offering guidance and support through her role as a registered play therapy supervisor. In all aspects of her work, Hannah strives to uphold the highest professional standards, tailoring her approach to meet the unique needs of each individual.

Hannah is deeply passionate about ensuring that children, adolescents, and adults alike have access to high-quality mental health services. She is an advocate for every person she works with, ensuring that their needs are met with care and that their goals are achieved. Through her work, Hannah fosters meaningful, relational connections with her clients, creating an environment where warmth, kindness, and understanding flourish. At Brookwater Therapeutic Connections, Hannah and her team are committed to providing a space where everyone feels truly valued and heard. They look forward to the opportunity to support and guide you on your journey toward healing and growth.

Our Philosophy

Play Therapy, as a therapeutic approach, recognises the innate language of play as a gateway for children to articulate and explore their emotions. It honours the unique developmental journey of each child, providing a safe and nurturing environment where they can freely express themselves.

Central to this philosophy is the acknowledgment that individuals possess inherent reservoirs of resilience and capacity for growth. By engaging in play, children are empowered to navigate the complexities of their inner worlds, fostering emotional intelligence and facilitating holistic development.

Through compassionate guidance and structured play, children are encouraged to embark on a journey of self-discovery and healing. By embracing their inherent strengths and capabilities, they are empowered to overcome challenges and realise their fullest potential.



In essence, Play Therapy stands as a testament to the transformative power of play in fostering emotional well-being and facilitating growth. It underscores the importance of providing children with a therapeutic space where they can freely explore, express, and ultimately thrive on their path towards wholeness nature play.

Our Services

Play Therapy with Hannah

A child-centered approach that is exclusive to every child, with extensive experience with children aged 3 to 12 years. The play therapy process will be individually tailored to your child's chronological and biological age to ensure their needs are appropriately met. This process will be discussed with the parent/carer throughout the initial consultation session.

Our focus during the Play Therapy sessions include:

- Creating a friendly, trusting therapeutic relationship with your child
- Encouraging your child to recreate their world within the safe therapeutic space
- Exploring a mix of directive and non-directive sessions to allow for progression within areas of concern.

Throughout Play Therapy, your child will have opportunities to explore and process pain based experiences through play. As Play Therapists we will make inquiries to enhance the therapeutic process. This process naturally extends your child's deeper understanding of their unconscious process and will encourage them to rewire their developing brain. The results of play therapy will vary from one child to another, we always ensure parents/carers remain within the child's process through providing support and feedback that will enhance your child's therapeutic process. We offer team around the child meetings to allow for opportunity to put your child's needs at the forefront of planning and service delivery between all stakeholders.

We integrate a plethora of tools during play therapy including sand tray, therapeutic storytelling, creative arts, music, puppetry and the use of miniatures to bring out repressed emotions, pain and trauma.

We have extensive experience of working with children who have experienced:

- Bereavement and loss
- Anxiety
- Attachment
- Self-esteem, identity and belonging
- Peer relationships
- Sibling rivalry
- Childhood depression

- Adoption, fostering and out of home care
- ADHD & ASD
- Bullying

Play Therapy Sessions

Play Therapy Sessions Play Therapy is a model of counselling specifically for young children who may struggle with the directive approach often used within standard talk therapy. Child Centered therapy allows a child to process and work through their struggles or feelings at the rate the child is comfortable with, by letting the child lead in each of their sessions. Play Therapy can be particularly powerful for children who may be traumatised by an event or series of traumas; this can be a wonderful therapeutic intervention as it is nondirective- which ensures children will not be pushed to discuss or process anything they do not feel ready to during these sessions.

Play Therapy can be very special for our nonverbal children or those with selective mutism who many struggle to connect with others due to language or communication barriers. These children can find making friends or play alongside their peers challenging, or simply feel misunderstood during the day in a classroom context where their contributions to the experiences are not often validated due to those barriers. We can interpret nonverbal cues and observe and track a child's behaviour to make meaning of their play. We listen to the stories they are telling without the use of their physical voice, and build a relationship based on connection and respect for each other. If you have a child who is nonverbal and feeling overwhelmed during school/care hours or just at home; Play Therapy can be a great way for them to connect with someone else and give their brain a break from trying so hard each day to express what they want and need



Psychotherapy & Counselling with Hannah

As a Counsellor and Psychotherapist, Hannah works with adolescents and adults from a holistic viewpoint. This enables Hannah to incorporate your emotions, thoughts, behaviours and body language into sessions. Hannah's therapeutic use of self enables her to work with unconscious processes and transference, these are things that may be happening outside of your awareness.

Hannah also draws on attachment and developmental theories which help me identify processes, developmental and relational needs. These could be needs that weren't met or that you were missing in important developmental stages of your life.

Hannah uses an integrated, humanistic, person-centered approach to capture you as a whole person.

Through counselling or psychotherapy, Hannah has experience of working with:

- Trauma
- Depression
- Anxiety
- Suicide Ideation / Self-harm
- Bereavement, loss & grief
- Abuse (childhood, domestic, sexual, emotional and physical)
- Family relationships
- What would our counselling/psychotherapy session be like?

An initial consultation is offered to get to know one another, allowing an opportunity for you to decide if we work well together and how I can support you within your therapeutic journey. During our sessions together, I will be flexible to your needs and presentations. Allowing you to be guided by yourself. As your therapist, I will create awareness through insight. All sessions are confidential and offered within a safe, welcoming environment.



Counselling with Rachel

Rachel is a registered counsellor (university trained) with a warm manner that puts people at ease. She works with adults experiencing a wide range of life challenges.

As a counsellor, Rachel's role is to help clients resolve their problems in a positive way by helping them to clarify the issues, deepen their understanding of the presenting problem, and problem-solve achievable, practical ways to make positive, lasting change. Counselling also involves developing increased self-awareness and healthy coping strategies that can be carried with you for life.

In her work with clients, Rachel draws on a range of therapy modalities, including Cognitive Behaviour Therapy (CBT), Solution Focused Therapy and Motivational Interviewing. Some of the common challenges that Rachel helps people with include:

- Relationship stress
- Life transitions throughout adulthood
- Grief and bereavement
- Concerns about alcohol use/misuse, and other substances
- Problems with mood and anxiety
- Anger/ difficulty regulating emotions
- Couples counselling

Rachel is a compassionate, caring professional whose counselling process is flexible and collaborative. It focuses on strengths, hope, and our innate ability to cope. She is dedicated to helping to empower clients to have agency over their own lives and to action positive changes that will strengthen their relationships and create a healthy, meaningful life.

Couples Therapy with Rachel

Relationships are as complex and unique as the individuals within them. They require nurturing, care, and sometimes some extra help.

Couples counselling (or relationship counselling) can help if you have come to a point in your relationship where you feel disconnected, or so caught in a negative pattern, you recognize the need for change.

It can also help people in the early stages of a relationship to develop the skills and strategies required to ensure their relationship thrives, through all of life's challenges.



Rachel uses a combination of therapy modalities to support her clients, including Gottman Method Couples Therapy. She works collaboratively with couples to identify the strengths and challenges of the relationship, and to develop practical skills to help clients communicate with each other in a healthy and effective way, manage conflict, and nurture a culture of fondness and appreciation within the relationship.



Play Therapy with Kelly

Kelly is a dedicated and highly accomplished Play Therapist with a robust educational background in therapeutic child play. She earned a Graduate Diploma in Therapeutic Child Play, receiving the highest academic achievement award, and is pursuing a Master's degree in Child Play Therapy at Deakin University.

Her expertise is complemented by certifications in trauma-informed teaching and play-based therapy methodologies, such as the "Learn to Play" approach developed by Professor Karen Stagnitti.

Kelly's practice emphasises a child-centered and compassionate approach, supporting children individually or in small groups to address emotional, social, and academic needs. Her work is informed by a deep understanding of diverse backgrounds and experiences, ensuring that therapy is inclusive and attuned to each child's unique circumstances.

Kelly's dedication extends to fostering family involvement, recognising the importance of a supportive home environment in a child's social and emotional development. Her commitment to excellence and her innovative methods make her an invaluable resource in the field of child play therapy.



Adult Psychology with Michelle Galati

Michelle is a registered psychologist dedicated to helping individuals improve their quality of life. She takes a collaborative approach to therapy, working closely with clients to address their unique challenges and empower them to create meaningful, fulfilling lives. Michelle fosters a safe, professional, and welcoming environment where individuals can reconnect with themselves, grow, and live more confidently and joyfully.

With a compassionate and open-minded perspective, Michelle provides a non-judgmental space for discussing life's difficulties. She is committed to ethical and competent practices, utilising a range of evidence-based therapies to support diverse mental health and life challenges. Drawing on 12 years of professional experience in clinical settings at a Private Hospital and private practice clinics, Michelle works effectively within multidisciplinary teams.

Michelle's extensive training allows her to incorporate techniques from various therapeutic modalities, including:

- CBT
- DBT
- ACT
- Schema Therapy
- Trauma-Informed Care
- Positive Psychology
- Gottman Therapy for couples
- EMDR.

Her broad expertise enables her to tailor her approach to meet the unique needs of each client, fostering lasting growth and resilience.

Policies & Procedures

Scheduling

We strive to maintain a consistent fortnightly schedule for all services to ensure continuity and progress in support. However, please note that there may be occasions when this schedule is impacted due to holidays, professional development, or staff leave. We will always provide advance notice of any disruptions where possible and work with you to reschedule appointments to minimize inconvenience.

Changing or cancelling your supports

If you need to cancel your supports, we kindly ask for two weeks' notice. This allows the clinician and client to hold an appropriate closing session, which is considered best practice for a smooth and supportive transition. If you need to make any changes to your scheduled support, please discuss your concerns with your clinician or the Director, and we will work together to find a suitable solution.

Cancellations / Billing

Private Clients

Our practice has a same day payment requirement for all private sessions. Clients are emailed an invoice prior or at the time of their appointment. Payment can be made at the front desk or via bank transfer. Please note all bank transfers need to have the invoice number as the reference. This is stated in our private client agreements signed upon intake appointment.

NDIS Self-managed

Our practice has a same day payment requirement for all self managed NDIS clients. Clients are emailed an invoice prior or at the time of their appointment. Payment can be made at the front desk or via bank transfer. Please note all bank transfers need to have the invoice number as the reference. This is stated in our NDIS agreements signed upon intake appointment.

NDIS Third Party Managed

Our practice has a 7 business day pay period for all third party managed NDIS clients. Invoices are submitted to plan managers day of appointments, plan managers then have 7 business days to pay invoices. This is stated in our NDIS agreements signed upon intake appointment.

Attendance

Attendance is very important to maintain relationships and progress with all our therapy services. We encourage you to attend all your booked sessions as often as possible, we understand life happens, please communicate with our staff if you are unable to attend a session. Please see our above cancellation policy.

Referrals, Supporting letters and Parent/Carer Consultations

Play Therapy, Psychotherapy and Counselling is not covered under the medicare rebate, however, this means you do not require a GP or specialist referral to book. Supporting letters for private clients need to be requested from stakeholder officials and allow processing time of 10 business days. Parent/Carer consultations are welcomed, however, we prefer to wait until the client has attended at least 7 sessions before doing so. This allows adequate time for therapists to build rapport with clients and identify those areas for therapy. The requesting party is responsible for payment for supporting letters. All requests are required to be submitted in writing to admin@brookwatertherapeuticconnections.com.au

Complaints / Feedback

At Brookwater Therapeutic Connections, we are committed to providing high-quality therapeutic services in a compassionate, respectful, and professional environment. We recognise that, at times, clients or their families may have concerns or complaints. This policy outlines our approach to handling complaints to ensure they are addressed promptly, fairly, and transparently. For more information regarding our complaints procedure, you can email admin@brookwatertherapeuticconnections.com.au

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