



## **Additional Information Sheet for Individual Therapy**

### **Background Information**

#### ***What is Burnout Syndrome?***

According to World Health Organisation (WHO), burnout is a psychological syndrome characterised by "feelings of energy depletion or exhaustion; increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and reduced professional efficacy." It usually occurs among professionals who work with others in challenging situations.

#### ***What is Individual Therapy?***

Individual therapy is one mode of therapy that involves one on one psychotherapy with a qualified, trained professional. People attending do so to address a specific problem(s) and to gain knowledge and skills to overcome the problem and grow from it. Sessions are held as often as is needed or viable. They are usually at most 60 minutes in length. Required therapy time depends on the depth and breadth of the problem(s) and the individual's level of need. Some people attend individual therapy only, and others combine it with group therapy, workshops, or other therapeutic activities to achieve their individual needs.

#### ***What are the Potential Benefits of Individual Therapy?***

The most significant benefit of individual therapy over other modes of therapy is getting personalised, tailored support for your presenting problem(s). Everyone's experience is unique; therefore, there is not a one-size fits all approach. Psychologists are trained to tailor approaches to suit the needs of the person in front of them.

Many evidence-based therapy approaches and individual interventions are available today to address emotional, mental, and behavioural issues. See below regarding evidence-based individual therapy approaches for Burnout Syndrome.

#### ***What evidence is there for Individual Therapy for Burnout Syndrome?***

Current research lacks hard evidence of what best helps burnt-out individuals; most research is conducted on prevention rather than responsive interventions for individuals already burnt out (Demerouti et al., 2021). Demerouti and colleagues stress the need for the job (re)design and symptom treatment in their review of what is currently known about burnout and recovery. Relaxation and cognitive behavioural interventions show some positive effects (Maricutoiu et al., 2016).

#### ***What evidence is there for online therapy in comparison to face-to-face therapy?***

A meta-analysis reviewing studies conducted between 2010 and 2019 found that the use of online therapies was equal to that of face-to-face psychotherapy in effectiveness (Snowswell et al., 2021).

A systematic review of studies investigating the effectiveness of online services for enhancing employee psychological well-being and work effectiveness discovered positive outcomes (Carolan et al., 2017).

Telehealth services have been used for various health conditions, including depression, anxiety and stress-related conditions.

### ***What is Individual Therapy not?***

- It is not just about talking about your problems but about active learning and developing skills to help bring about personal growth and change.
- It is not something done to you but something done together with your practitioner. The practitioner is a co-facilitator of change, providing knowledge and skills (where needed) to support you, the client, towards the personal growth and change you seek.
- A passive process whereby change happens without any effort or action on your part. Therapy requires effort; it requires action on your part.
- An easy process. It is hard, so it often needs to be broken up into manageable parts to help you towards personal growth and change. It requires pacing. It, however, is one of the most rewarding things you can do in life that you and those you love will benefit from.

### **Individual Therapy Details**

#### ***Clients***

Clients can be any adult experiencing burnout or other stress-related conditions, suspect they may be or have been burnout-out and want to prevent it from occurring again.

#### ***Individual Therapy Practitioner***

Shannon Swales, Clinical Psychologist

*Clinical psychologists are registered psychologists specialising in providing clinical and counselling services to assess and treat mental, emotional, and behavioural disorders. They have received extensive university and post-graduate training in the science of psychology to enable them to respond to complex human problems to help promote change in the individual.*

Registered with the Australian Health Practitioner Regulation Agency (AHPRA)  
Credential ID PSY0000980023

To confirm, go to <https://www.psychologyboard.gov.au/>.

#### ***The Practitioner's Role***

- Create a safe, supportive, and secure environment for you to share what brings you to therapy and work towards change.

- To provide a collaborative process where two expert individuals (1. You – the expert in yourself and 2. Psychologist – expertise in psychological health) come together to help you achieve your psychological well-being goals.
- Fully inform you of any therapy processes, approaches and interventions that may be used during your time in therapy.
- Prepares and delivers therapy as agreed upon.

### ***Practitioner's Approach***

I (Shannon Swales) come from a space of authenticity, community, compassion, and wisdom to walk alongside you through your health and well-being journey. Authenticity is about showing up as the person I am in that moment and encouraging you to do the same. Community is about helping facilitate connection to provide a space where people can truly heal. Compassion is about delivering and promoting kindness, empathy, encouragement, care and empowerment to help you grow. And wisdom is about sharing my psychological knowledge and skills so you can implement them to support your health and well-being.

My principal psychological approach is Acceptance and Commitment Therapy (ACT). I also incorporate other evidence-based practices, including Motivational Interviewing, Compassion Focused Therapy (CFT), mindfulness and Cognitive Behavioural Therapy (CBT). Above all else, I strive to create and maintain a safe, supportive, and secure environment for people to heal in a way that feels right for them. To find out about these approaches, go to the links below.

*Acceptance and Commitment Therapy (ACT)* <https://www.psychologytoday.com/au/therapy-types/acceptance-and-commitment-therapy>

*Compassion Focused Therapy (CFT)*

<https://www.psychologytoday.com/au/therapy-types/compassion-focused-therapy>

*Motivational Interviewing (MI)*

<https://www.psychologytoday.com/au/therapy-types/motivational-interviewing>

*Mindfulness and Meditation*

<https://www.psychologytoday.com/au/basics/mindfulness>

*Cognitive Behavioural Therapy (CBT)*

<https://www.psychologytoday.com/au/therapy-types/cognitive-behavioral-therapy>

See <https://au.linkedin.com/in/shannonswales> for more on my training background.

### **What you get**

- Personalised support to help you recognise, respond, and recover from burnout syndrome.
- Knowledgeable and experienced mental health professional with over 15 years in the industry.

- A committed person to support you throughout your therapeutic journey.
- A secure, supportive, and safe environment to share your vulnerabilities in.
- A person who practices what she preaches to support her health and well-being.
- Someone who has lived experience of burnout and recovered by seeking and receiving psychotherapy.
- An individual dedicated to continual professional development in understanding and responding to Burnout Syndrome to ensure best practice is always maintained.
- A collaborative therapy process, where you can expect to be fully informed of the process and the one making the choices to work towards your end goals.
- Available for Australian Residents only

### **Session Lengths**

Dependent on the stage of therapy and referral type. Generally, I recommend 60-minute sessions for assessment and intervention sessions. Maintenance sessions are usually 30 minutes.

### **Location**

Telehealth - videoconferencing online via COVIU <https://www.coviu.com/en-au/patients>

Requirements: Internet access, computer or mobile device, secure and private space, and refreshments to keep you fuelled.

Potential for face-to-face. Brisbane residents only (inner north Brisbane office location). Contact to discuss.

### **Booking**

Required.

Online: <https://www.halaxy.com/book/mrs-shannon-swales/psychologist/1039571/841381> (not available for new clients). For new clients book under 'initial consultation' for a free 15 min consultation.

Email: [shannonswales@burnoutpsychologysupport.com](mailto:shannonswales@burnoutpsychologysupport.com)

Phone: **+61 422 695 576**

### **Cost**

\$230 per hour

Included in this price is not only the session in and of itself but the administration cost, any reporting costs, keeping up of professional development to ensure the best service to you, preparation of your session, ongoing supervision to support my ongoing practice, after session note taking and reflection, and any other ongoing overheads in running a business.

### ***Mental Health Treatment Plans and Medicare Rebate***

Shannon is a registered Medicare provider of Mental Health Care Plan (MHCP) services (click on Mental Health and Medicare link for more details). A MHCP allows for ten individual and 10 group therapy sessions (telehealth/online or face-to-face) per calendar year for eligible individuals.

Burnout syndrome is not a stand-alone recognised mental health condition under the MHTP. You will need to speak with your GP about your eligibility.

Check with your private health insurer regarding potential rebates for psychology services

Shannon's Medicare Provider Number 4702036J

Shannon also provides services for DVA card holders and WorkCover QLD P0006590537

See Mental Health and Medicare website below for updated information

<https://www.servicesaustralia.gov.au/mental-health-care-and-medicare?context=60092>

## References

Carolan, S., et al. (2017). Improving employee well-being and effectiveness: Systematic review and meta-analysis of web-based psychological interventions delivered in the workplace. *Journal of Medical Internet Research*, 19(7), e271. doi:10.2196/jmir.758

Demerouti et al. (2021). New directions in burnout research. *European Journal of Work and Organisational Psychology*, 30(5), 686-691. <https://doi.org/10.1080/1359432X.2021.1979962>

Maricutoiu et al. (2016). The effectiveness of controlled interventions on employees' burnout: A meta-analysis. *Journal of Occupational and Organizational Psychology*, 89(1), 1-27. <https://psycnet.apa.org/doi/10.1111/joop.12099>

Snowswell, C. L., et al. (2021). The clinical effectiveness of telehealth: A systematic review of meta-analyses from 2010 to 2019. *Journal of Telemedicine and Telecare*, 1-16. DOI: 10.1177/1357633X211022907

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