



## General Counselling

### About the service

Our generalist counselling service offers face-to-face counselling for individuals across a wide range of issues, including relationship difficulties, grief and loss, parenting difficulties, depression, anxiety, and any other issue which is having a negative impact on someone's life.

The generalist service is mostly funded through our shops and some services receive some amounts of government funding. However, this does not address the demand for this service so appointments to see a face-to-face counsellor may be limited.

Counselling is talking face-to-face with a suitably qualified counsellor about a range of emotional or psychological concerns, with the aim of improving a person's resilience, wellbeing, and ability to participate positively in their community.

### Who can visit a UnitingCare Community Counsellor?

All members of the community are eligible to receive counselling; adults, children and young people. No referral is needed however referrals from community agencies, GP's and other medical professionals are accepted. We encourage people to contact us directly.

### How can I make an appointment?

To make an appointment or for further information about the services and programs offered, please contact your local site during office hours, Monday to Friday.

### How can we help?

Our professional counsellors assist people to build strategies for coping and help them to find new ways of approaching issues. Some of the difficulties you can talk about include:

- grief and loss
- depression
- anxiety
- self-esteem and assertiveness
- suicide bereavement
- financial difficulties
- anger management
- life direction
- relationships
- stress and trauma management
- workplace issues
- parenting issues
- domestic and family abuse
- family breakdown, and
- other personal crises.

### Confidentiality and disclosure

All information discussed with counsellors is confidential and will not be disclosed without client consent except in circumstances where there is a risk of harm or a legal requirement to do so.

### Client rights

You have a right to:

- Be treated with respect and understanding by all our staff.
- Have your privacy and confidentiality respected.
- Consent or withdraw from the service at any time.
- Have services delivered by suitably qualified staff.
- Refuse invitations to participate in research.
- Participate in planning and decision-making when addressing your issues.



**CONTACT US**