

What if I need to cancel my session?

It is helpful if you could let us know in advance if you wish to cancel your appointment or if you need to rearrange and we ask that you do this as soon as possible, preferably 24 hours in advance if possible. You can do this by telephoning us at any time and if we are not available to talk to you, you can leave a message on the answer machine.

Can Someone come with me to my session?

Counselling is a private one-to-one session. If you wish to be accompanied this is fine and every effort will be made to accommodate your supporter. However, it is recommended that you give advanced warning as waiting areas are not always available.

Do I have the right to complain?

Yes you do. We have a complaints procedure in place and this is available upon request. We want to offer you a good service and if we are not getting this right for you we would like you to tell us.

How much does it cost?

The service is free as we are a charity. We are funded mainly by the Northern Rock Foundation, Lankelly Chase, Lloyds TSB and County Durham Foundation amongst other kind contributions. Any donations are gratefully received.

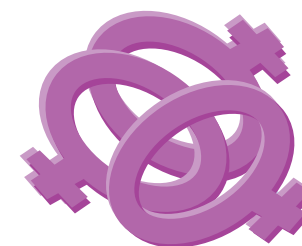
The Centre



INFORMATION ABOUT
COUNSELLING

Charity Address
PO BOX 106, Darlington DL3 7YS
Business line 01325 354119
Email rsacc.dton@virgin.net
www.rsacc-thecentre.org.uk
[Answer phone out of hours
for support and business line]

The Centre



INFORMATION ABOUT COUNSELLING



The Queen's Award
for Voluntary Service

A free and confidential service for women
who have experienced adult rape/sexual
assault or child sexual abuse.

Referrals & Support

01325 369933

Business & Enquiries

01325 354119

Charity No. 1026288

What is counselling?

The BACP (British Association for Counselling & Psychotherapy) definition of counselling is:

‘Counselling takes place when a counsellor sees a client in a private and confidential setting to explore a difficulty the client is having, distress they may be experiencing or perhaps their dissatisfaction with life, or loss, or of a sense of direction and purpose. It is always at the request of the client as no one can properly be ‘sent’ for counselling.

By listening attentively and patiently the counsellor can begin to perceive the difficulties from the client’s point of view and can help them to see things more clearly, possibly from a different perspective. Counselling is a way of enabling choice or change or of reducing confusion. It does not involve giving advice or directing a client to take a particular course of action. Counsellors do not judge or exploit their clients in any way’

How can counselling help me?

Rape, Sexual Assault, Child Sexual Abuse and Domestic Abuse can be extremely traumatic, terrifying and humiliating. Many women experience great difficulty in coming to terms with what has happened and in carrying on with their life afterwards. It may seem difficult to imagine that counselling could ease the pain and we cannot promise that it will. All we can offer is a safe place, understanding, acceptance and time to work through your feelings at your own pace and away from the distractions of your day-to-day life that sometimes interfere with the healing process. You may not feel like talking to anyone at first but counselling is available to you days, weeks, months or even many years after the event, at a time that you feel ready to come to terms with what has happened to you.

Are the counsellors qualified?

All our counsellors are professionally qualified and adhere to BACP ethical guidelines. They work in a person-centred way, which means they are non-judgmental and non-directive. They believe that you, the client has within yourself the resources for self-understanding, that you can change and that the power is within you to do so.

Where will counselling take place?

The session will be in a safe place where both client and counsellor can feel comfortable and confidentiality can be respected. Location will be discussed at time of booking.

How long will each session last?

Each counselling session lasts for one hour maximum at a time mutually agreed. Time keeping is important as other sessions are planned around this time.

How many sessions will I need?

20 weeks is usually offered, but this will be assessed on an individual needs basis. Sessions will continue until both you and your counsellor agree that it is time to end. Every six-eight weeks your counsellor will review progress with you. This gives you the opportunity to reflect where you are within your counselling process.

Who will the counsellors tell?

Counselling is private and confidential. This will be discussed at your first session where you will form a contract with your counsellor. However, the counsellor you see receives regular clinical supervision and will discuss her client work at this time anonymously protecting your individual identity. The counsellor also receives peer supervision from colleagues within The Centre, which is also strictly confidential within The Centre. There are exceptions to keeping confidentiality. These include issues around child protection, suicidal intent, terrorism or harm to self and others, in line with BACP ethical guidelines. However, **confidentiality would never be compromised without your knowledge.**

Why do I need a contract?

An agreement is made between you and your counsellor about the work you do together. It will cover confidentiality, boundaries, time keeping, making appointments, cancelling appointments etc. It will also cover an explanation of the way the counsellor will work with you, note-keeping and anything else which is relevant.

Will notes be taken?

The only document kept at The Centre will be the contract detailed above and this contract is destroyed once you have completed your sessions. Notes may be kept in more complex cases but these would be brief, anonymous, locked away securely and remain the property of The Centre at all times.

What if I just want to talk over the phone?

We have a telephone support line open in the evenings during the week which provides anonymity as well as an opportunity to talk about any distress you may be experiencing or any issues of concern. You can call for support whenever you feel the need and a support worker will be there to listen empathetically and without judgement. This service may be used on a daily basis in times of need and calls can last anything up to an hour.

How do I book sessions?

Appointments are made by self-referral so initially you can telephone to book an appointment. You may be put on a short waiting list if there are no slots available. You will be asked to provide contact details so you can be informed as soon as a counsellor becomes available. If there is a need to contact you it is done discreetly and only to you on the number you have provided.