

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 details are 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
Any donations are gratefully received.



The Rape and Sexual Abuse Counselling Centre (CIC) is a registered charity whose primary purpose is to meet the needs of women and girls and whose vision is:

“To lead the way in providing a wide range of quality services to all women and girls across Darlington & County Durham who have experienced any form of sexual violence whilst actively campaigning to end all forms of sexual violence”

The service is provided solely by specially trained, volunteer counsellors and telephone support workers. Our counsellors are professionally qualified and adhere to BACP ethical guidelines.

The centre has independence from the Criminal Justice System, Statutory Agencies and Private Companies.

The Centre is funded by the Ministry of Justice, Big Lottery, Shears Foundation, Pilgrim Trust, Sherburn House Charity and Northern Rock Foundation amongst other generous contributors.

Charity Address

PO BOX 106, Darlington DL3 7YS

Business line 01325 354 119

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Charity No. 1164121

www.rsacc-thecentre.org.uk



Rape & Sexual Abuse Counselling Centre

CIC

Information about counselling

counselling
helpline
women-only
safe place

A service provided by women for women and girls, aged 13 or over, who have experienced any form of sexual abuse.

Referrals and support
01325 369 933

Business and enquiries
01325 354 119

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 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 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 sessions will be in a women-only safe place where both client and counsellor can feel comfortable and confidentiality can be respected. Location will be discussed at the 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 contract detailed above is destroyed once you have completed your sessions. Brief case notes are also kept which are locked away securely and remain the property of The Centre at all times. Clients are able to view these notes if requested.

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. We do not offer arranged telephone support unless there are resources available to do so.

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.

You can access our support services by:

Calling our Helpline **01325 369 933**

Lines are open Monday – Thursday from 6:30 till 9 p.m.

E-mailing us at: rsacc.dton@gmail.com

For more information visit our website:
www.rsacc-thecentre.org.uk