Ballyspillane COUNSELLING

**Ballyspillane Family Resource Centre Killarney**

**What Is Counselling BCFRC**

Counselling is a way of exploring concerns and feelings in a safe and confidential setting, and with the help of someone who is trained to listen attentively and without judging. It is a professional and ***confidential service for adults and young people*** to deal with issues that are causing [anxiety](https://www.healthline.com/health/anxiety#:~:text=Anxiety%20is%20your%20body's%20natural,to%20feel%20fearful%20and%20nervous.), stress, confusion or sadness in their lives. Counselling promotes positive mental health and wellbeing and enhances confidence and self-esteem.

**What does Counselling Involve?**

Counselling is usually offered in weekly sessions of about one hour. It is possible to work on a short-term basis; however, the norm offered is 8 sessions. As well as counselling, the support of a group may be available for those who would benefit from it.

**Who are the counsellors?**

Counsellors who work with Ballyspillane are :

Qualified and accredited Counsellors

* Are in regular supervision
* Have full insurance cover
* Work by the code of ethics of the professional counselling associations
* Are Garda vetted and referenced checked
* Work in accordance to the policies and procedures of Ballyspillane Family Resource Centre
* Have full insurance cover

**What you can look forward to in your Counselling Session**

* Confidentiality
* Respect
* Understanding
* Non-judgemental Support , for most of us the immediate support network is our friends and family. However, there are

**What Does it Cost**

Ballyspillane Family Resource Centre Counselling Service is a subsidised service solely for those who are unable to afford private counselling sessions. We are committed (funding dependant) to providing Counselling at **€15.00 per session**.

**How to Make an Appointment**

Contact the FRC centre at: **064-6635589.** A referral for an appointment is taken by a member of the Family Resource Centre Staff. You will be asked to leave a contact number and your first name. One of the centre Counsellors will contact you directly within a few days to arrange an initial appointment to meet with you. Your confidentiality is assured. Staff at Ballyspillane Family Resource Centre are trained in dealing with sensitive and confidential enquires.

For other information regarding Ballyspillane Family Resource Centre supports and services, there are a number of ways to be kept informed on help available as follows: • contact a member of staff • avail of leaflets and newsletters in the reception area • follow us on Facebook: Ballyspillane Family Resource Centre • read our website on www.ballyspillanecfrc.ie

**Confidentiality Statement**

Communication between counsellor and client will be confidential and treated as privileged information unless the client gives consent to any particular information being disclosed.  Exceptions to this principle occur when, in the professional judgement of the counsellor, there is clear and imminent danger to the client or others.

Counsellors Ballyspillane CFRC has a responsibility to:

* Ensure that the setting for counselling sessions is appropriately private
* Treat in confidence personal information about clients, whether obtained directly or indirectly or by inference.  Such information includes names, address, biographical details, and any descriptions of the client’s life and circumstances, which might make the client identifiable by others
* Ensure that information, which may lead to the identification of clients, is not transmitted through links with other agencies
* Break confidentiality only where required by law, or where there are grounds for believing that clients will cause physical harm to themselves or others.  Where feasible, counsellors shall endeavour to obtain the client’s consent and consult their supervisor or an experienced colleague, in advance of any such disclosure. However, in emergencies, counsellors shall make their own judgement as to what action is best
* Minimize any breach of confidentiality by conveying only information which is necessary, and only to relevant persons
* In supervision and consultation with colleagues, reveal only information about clients relevant for those purposes
* discuss the limits of confidentiality with the client at the time of initial contraction, the discussion to include the implications for confidentiality of the supervisory relationship
* Store, handle, transfer and dispose of all records (including written, electronic, audio and video) securely and in a way that safeguards the clients right to privacy.
* Operate a clear and confidential appointments and referral procedure
* Due to the community setting of the service, the counsellor should highlight to clients the possibility of contact with members of the community who may also use the centre