

What is Counselling?

Counselling is a professional, caring and confidential service offered to couples, individuals or families seeking assistance with personal issues or difficulties.

Counselling is a means of gaining support and guidance through challenging times. It can help you to develop better, more effective coping mechanisms and strategies.

Through counselling, clients are able to explore their personal situations and problems with a professional who is empathic, impartial and non-judgemental. Counselling can help you understand your situation and your problems within it.

Counselling does not provide magical answers or advice. It helps you to explore yourself and find your own resolutions.

What is a Code of Conduct?

Membership to the ACA (Australian Counselling Association) commits members to adhere to the *ACA Code of Conduct*.

The *Code of Conduct* includes the counsellor's responsibility to the client, other counsellors, colleagues and the wider community.

Responsibility to the clients includes confidentiality, client safety and client self-determination.

It is important that you clarify any concerns you have with your counsellor at the commencement of your relationship.

If you have any concerns about a counsellor's conduct, call the Australian Counselling Association on 1300 784 333.

Confidentiality and its limits

Confidentiality provides the client with safety and privacy.

All information is treated as confidential, **except in the following circumstances:**

- There is a mandatory duty to report the counsellor's reasonable opinion of client self-harm to others.
- A statutory requirement, Court Order or a legal duty.
- Your counsellor may discuss some aspects of your case with her professional supervisor however; care will be taken to protect your identity.
- Information may be given to another professional counsellor, a clinician or a medical practitioner as part of a referral process. Your consent will be sought before information is passed on.

What does Connections Counselling offer?

I am a qualified counsellor. I am a member of the Australian Counselling Association (ACA), and am bound by a strict *Code of Conduct*.

I use recognised therapeutic approaches which are widely used by psychologists and other professional counsellors.

I continue to update my knowledge and skills through workshops, seminars and training courses so that I am up to date with the latest methods and techniques.

I undergo supervision in accordance with the requirements of the ACA.

Client's Rights

As a client of a counsellor, you have a right to expect that:

- You will be treated with respect.
- You will receive a clear explanation of the service you will receive.
- Your consent for any service will be sought prior to the service commencing and as it progresses.
- You will receive an explanation about the nature and limits of confidentiality surrounding the service.
- You will receive competent and professional service.
- You will receive a clear statement about fees.
- You will be clear about the outcome you and the counsellor and working toward.
- You will receive an estimate of the number of sessions required to achieve the outcome.
- You will not be exploited financially, emotionally, sexually or in any other way.
- You will be shown respect for your cultural background and language tradition.

Connections Counselling Building Bridges

Colleen Nicholas, Dip.Couns.

MACA

Individual, Couple & Family Therapist

Counselling for:

- Personal Issues
- Relationship Problems
- Family & Parents
- Stress Management
- Careers Counselling
- Grief & Loss
- Anxiety
- Depression
- Transitional Life Changes

Consultation by Appointment:

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