

## What if I need to cancel my appointment?

It is helpful if you could let us know as soon as possible in advance if you need to cancel your appointment or if you need to re-arrange.

## Who will the counsellor tell?

Counselling is private and strictly confidential. There could be exceptions around safeguarding issues but you would be informed and consulted about them.

## Are the counsellors qualified?

All our counsellors are appropriately qualified and are working within the Ethical Framework laid out by the BACP (British Association for Counselling and Psychotherapy) guidelines.



## How do I access the Counselling service at WHiST

You refer yourself to the service by either contacting WHiST by telephone or in person.

You will then be contacted directly to arrange for an initial appointment to assess your needs.

After your initial assessment you will be matched to a counsellor who best suits your needs.

You will then be placed on the waiting list and will be contacted as soon as the allocated counsellor becomes available.

**Tel:** 0191 454 6959

**Email one of the Volunteer Co-ordinators:**  
Teresa@whist.org.uk or Leila@whist.org.uk

**Visit** [www.whist.org.uk](http://www.whist.org.uk)  
View us on facebook or twitter

**Call in at Salus House,**  
**33 Mile End Road,**  
**South Shields NE33 1TA**

**Opening hours:**  
Monday - Friday 9.30am to 4.30pm



## Counselling Services for Women



## What is WHiST?

WHiST is a gender specific organisation, run by women for women.

We work with any women living and working in South Tyneside aged 16 years upwards.

## What is Counselling?

Counselling is a way of exploring difficulties in your life with someone who is professionally trained. Counselling can help you make sense of your difficulties.

By listening in a non-judgemental way the counsellors begin to understand the difficulties from your point of view and can help you to see things more clearly, possibly from a different point of view.

Counselling is a way of enabling you to have choice and/or be able to change.



## Is child care available?

If you need childcare during your counselling session we can offer you a FREE crèche place(s). Places will need to be booked in advance of your counselling appointment. This will be explained at your assessment.

## What will happen in the sessions?

In the counselling sessions you can explore various aspects of your life and your feelings, talking about them freely and openly in a way that is sometimes difficult with people close to you.

## Can someone come in with me?

Counselling is a private one to one therapy. If you are accompanied for other reasons, women are welcome to wait in the coffee bar within WHiST. If you need an interpreter or someone to sign for you we will help to arrange this.

## How long will each session last?

Each session lasts for 1 hour maximum.

## How many sessions will I need?

In some counselling services you would be offered 6 sessions. However at WHiST the counselling sessions are tailored around your individual needs therefore the number of sessions are decided by you and the counsellor and are reviewed at regular intervals.

## How much does it cost?

WHiST does not charge for services. We operate on a voluntary donation basis.

