

# TELEPHONE COUNSELLING



## What is telephone counselling?

Telephone counselling works in the same way as face to face counselling but is conducted over the phone.

Counselling is a talking therapy between counsellor and a client. People come for counselling for different reasons, examples being situations relating to anxiety, depression, eating disorder, self-harm, loneliness, relationship issues, domestic abuse, sexual abuse, bullying, low self-esteem and lack of confidence, stress and trauma. However sometimes it is hard to label the problem, counselling is being used to help identify the issue. Counselling provides a safe, neutral and confidential environment where clients can explore their issues and can work with a counsellor towards finding their own solutions or coping strategies.

## How will it work?

We offer telephone counselling only to Polish people who experienced/experience domestic abuse and can't access mainstream support services due to language barrier.

- The first step is for the referrer to discuss telephone counselling with client, give him/her our Polish leaflet explaining what counselling is so they can decide if this type of support is best for them. If client gives consent to be referred to our service, complete our referral form and send back to us.
- We will contact client within 2 working days from receiving the referral to introduce our organisation and the service rules. Client's contact details will be passed to counsellor.
- The counsellor will ring client for an initial discussion. If the counsellor feels that telephone counselling is going to be an appropriate method of treatment, she will start sessions with client. During the initial conversation, the counsellor will take the opportunity to discuss the areas that need to be addressed, to find out some background information about the client, and to discuss the number of counselling sessions that may be needed. The counsellor will also outline their confidentiality policy as well as general information, such as cancellation policy.
- Clients will be offered maximum of six 50 minutes sessions, that includes first assessment session.
- We will contact referrer to inform them about client's engagement with the service.

## Who will be providing telephone counselling?

Our counsellors are bilingual and can speak English and Polish.

They hold Post Graduate Diploma in Counselling.

They are members of British Association for Counselling and Psychotherapy (BACP) and are bound by its Code of Ethics & Practice and Complaints Procedure.

They have experience of working with victims and perpetrators of domestic violence.

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### Polish Domestic Violence Helpline

Public helpline **0800 061 4004** (Wed. 9.30-14.30, Fri. 9.30-12.30)

Office number **01270 747690** ((Wed. 9.00-16.30, Fri. 9.00-14.30)

E-mail [info@polishdvhelpline.org](mailto:info@polishdvhelpline.org)

Website [www.polishdvhelpline.org](http://www.polishdvhelpline.org)



Project is funded by Big Lottery Fund