

# Child & Family Health

## COUNSELLING



### Child & Family Health

Our aim is to promote the development, well-being and safety of children. We seek to provide the best possible outcomes for children and their families.

If you have a Medicare Card and live, work or study in the local area services are **FREE**. These local council areas include: Cumberland, Parramatta, Blacktown and The Hills.

We focus on  
**FAMILIES** and  
**CHILDREN**

### Counselling

#### What is Counselling?

Counsellors help children, teenagers and adults who are having difficulties in day to day life. Counsellors help people to talk about and make sense of their thoughts, feelings and behaviour.

They help families work better together.

#### What age groups do you see?

All ages – counselling is provided to children, teenagers, parents and adults.

#### How can I access the service?

You can request the service by phoning the Central Referral Service on:

 **1800 600 681.**

An administration officer will gather some information and pass your request on to the Counselling team.

There may be waiting times for some counselling services.

#### Where can I access the service?

Services are provided at a local Community Health Centre. Some visits may occur at home or at a community venue, such as your child's preschool.



#### Do you speak a language other than English?

A free and confidential interpreter service, including Auslan, is available. Ask staff to arrange an interpreter for you.

Specialist Arabic, Mandarin and Cantonese speaking counsellors are available at Auburn, Parramatta and Merrylands centres.

#### What do I bring to my first appointment?

Please bring your Medicare card to your first appointment.

Please bring copies (if any) of relevant assessments or reports from other professionals such as psychologists, paediatricians, occupational therapists, speech pathologists, school counsellors, etc.

We may send you a questionnaire to complete and bring it to your first appointment.

Referrals from a GP are NOT REQUIRED.



Health  
Western Sydney  
Local Health District



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### What can I expect at my first appointment?

When you arrive at the Community Health Centre, you will be greeted by the receptionist. This person will let your counsellor know that you have arrived. You will be asked to wait in the centre's waiting area.

Your counsellor will talk to you about your concerns and difficulties for you or your family. Together, you and your counsellor will decide on what is important to you, your goals and how counselling can assist you.

Your counsellor might ask you to fill out a questionnaire.

### Who will I meet at my appointment?

You will meet your counsellor.

Counsellors have qualifications in either Social Work, Counselling or Psychology.

Sometimes your counsellor will be accompanied by a student. This student is studying at university and is on placement with us.

Psychologists are registered with the Australian Health Practitioner Regulation Agency (AHPRA). For more information visit <http://www.ahpra.gov.au>.

### Parents/carers are involved in counselling for children

Parents and carers have an important role in the way that children think, feel and act.

Counselling for children will always involve parents/carers.

It may be appropriate for the child to speak with the counsellor by themselves, on some occasions. The counsellor will discuss this with you.

### Some common problems that CFH Counselling can help with:

- Parenting strategies and child behaviour
- Relationships and family conflict
- Adjusting to parenthood
- Migration and cultural stress
- Managing emotions
- Anxiety and depression
- Stress
- Self-esteem, shyness, and low confidence
- Grief and loss
- Experience of trauma and abuse (including Domestic Violence).

### In an emergency call 000

The Child & Family Health Counselling Service is not a crisis service and is unable to provide immediate or urgent support.

If your life is in danger or you or someone you know is considering suicide, please phone:

- Emergency (000)
- NSW Mental Health Intake Line 1800 011 511.

