



## Westport Family & Community Resource Centre

### Counselling Service Information

Westport Family & Community Resource Centre provides an affordable and confidential one-to-one counselling service for adults and adolescents in the Westport and surrounding area. This is a confidential, low cost, community-based service. It is subsidised by the FRC with support from funders and donors, demand can be high and there is a waiting list.

#### When:

- ❖ Adult service Mondays during working hours with experienced and accredited therapist Jannah Walshe
- ❖ Adult service Wednesdays during working hours with a Trainee Counsellor
- ❖ Adolescent service Tuesdays between 3pm-8pm with accredited and experienced therapist Darren McKenna.
- ❖ Adolescent service Thursdays between 1pm- 8pm with experienced and accredited therapist Jannah Walshe

#### Rates

- ❖ Monday adult service is €30 per session, the remainder of the fee is subsidised by the FRC.
- ❖ Wednesday adult service is €10 per session with a trainee counsellor
- ❖ Adolescent service is €20 per session, the remainder of the fee is subsidised by the FRC.

#### What is counselling?

Counselling is a professional activity involving counsellors and their clients. The counsellor offers a two-way helping relationship in which the client can explore specific issues and develop more satisfying ways of living. The counselling relationship respects the client's personal values and autonomy. Counsellors recognize the importance of confidentiality in establishing such a relationship. Unlike friendship, counselling is a formal activity involving an agreed contract about participation and procedure which is agreed by both parties. To maintain their effectiveness, counsellors review their work regularly in a confidential setting with a supervisor. Counselling is underpinned by the values of integrity, respect and mutual responsibility. In order for the client to gain the most from the service, commitment and consistency is essential.

**Please note that this is not an emergency service. In an emergency please contact your GP, or another appropriate service.**

Westport Family & Community Resource Centre, The Fairgreen, Westport, Co. Mayo. Eircode: F28 H971

Tel: 098 24419 Email: [admin@westportfrc.ie](mailto:admin@westportfrc.ie) Website: [www.westportfrc.ie](http://www.westportfrc.ie)

Company No. 380806 CHY No. 16804 Charity No. 20061340

Company Trustees: Pat Conway, Naomi De Rís, Daphne Mooney, Mark Garavan, Sue Hynes, Maria McHale, Mary O'Malley-Graham, Judy Casey, Sonya Murray, Megan Burke



### **How the service works:**

When you contact the Centre to avail of our counselling service our Administrator (Linda) or Coordinator (Leanne) will take your information and add you to our waiting list. For confidentiality purposes these are the only two staff members who take appointments. You will receive this Service Information sheet and information on alternative services and supports that may be of assistance to you while you are waiting to be seen.

As we cannot predict how long each individual client may attend the service, we will not be able to give you a definitive waiting time but you can expect to be waiting for an appointment from 2-6 months. Appointments are given based on where each person is on the waiting list and not based on need. You can contact us for an update while you are waiting to be seen, or we can help direct you to other services. If you access another counselling service in the meantime, please let us know so we can remove your information from our waiting list.

When an appointment time becomes available our counsellor will make contact with you directly to schedule your first session. Appointments will be on a Monday (adults), Wednesday (trainee service), Tuesday (adolescent), or Thursday (adolescent). We understand that life can be busy and the timing may not be right for you when an appointment becomes available. In order to manage our waiting list and to be fair to everyone who needs the service, we will offer an appointment slot a maximum of 3 times. After this we will remove you from the waiting list, remind you of alternative supports and services and you can contact us again at a time that might be better for you.

When you attend for your first session, our counsellor will do an initial assessment and agree a treatment plan with you. The period of work will be for 6 sessions initially and reviewed thereafter on an ongoing basis. The service provides a maximum of 24 sessions. You pay the counsellor directly at your first session, and payment should be given to the counsellor on a weekly basis following each session for the duration of you attending the service.

Adolescent clients will need to attend their first session with a parent or guardian. At this first appointment a parental consent form will be provided. The form needs to be signed by at least one parent or guardian, or by two parents or guardians where appropriate or possible. The form gives legal and parental permission for the young person to attend the service.

### **Cancellation policy:**

**If you cancel your appointment with 48 hours' notice, there will be no charge.** If you are regularly cancelling your allocated appointment, your counsellor will discuss this with you and counselling may be placed on hold until you can commit to regular counselling sessions. If you cancel your appointment with **less than 48 hours' notice, you will have to pay a half rate** for the session. This payment is non-refundable and non-transferable.

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If you **miss or cancel 3 appointments over a 6 week period**, the FRC will have to offer the appointment time to another client, as there is a significant demand for the service. You can make contact again and add your name to the waiting list when it might be a better time for you.

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Glomhaireacht um Leanaí  
& Teaghlaigh na hÉireann  
*Ireland's Child & Family Agency*