



Westport Family & Community Resource Centre

Adult Counselling Service Information 2025

Westport Family & Community Resource Centre provides an affordable and confidential one-to-one counselling service for adults and adolescents in Westport and the surrounding area. ***This is a community-based service specifically for individuals who are not able to afford private counselling.*** The service is subsidised by the FRC with support from funders and donors. *Due to high demand, there is a waiting list.*

❖ Adult Counselling Service

Mondays during office hours with experienced and accredited therapist Jannah Walshe.
€40 per session, the remainder of the fee is subsidised by the FRC.

What is counselling?

Counselling is a private and supportive conversation with a trained professional who helps you work through personal challenges, emotions, or difficult situations. It's a safe space where you can talk openly without judgment, gain new perspectives, and develop coping strategies to improve your well-being. Counselling is underpinned by the values of integrity, respect and mutual responsibility. For the client to gain the most from the service, commitment and consistency is essential.

PLEASE NOTE: We ***do not provide a crisis service***, Therefore, if someone is seriously contemplating suicide or in need of immediate help, they should go to their GP or another appropriate service.

How the service works:

When you contact the Centre to avail of our counselling service our Administrators (Linda/Cian) or Co-ordinator (Megan) will take your information and add you to our waiting list. For confidentiality purposes these are the only three 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.

All counselling services operate on weekdays during office hours.

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

Tel: 098 24419 Email: admin@westportfrc.ie Website: www.westportfrc.ie

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

Company Trustees: Sonya Murray, Naomi De Rís, Daphne Mooney, Mark Garavan, Suzanne O'Toole, Karen Ryan, Sean Brady



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

Wait times:

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.

Scheduling an Appointment

When an appointment time becomes available, our counsellor will contact you directly to schedule your first session.

We understand that life can be busy, and the timing may not always be right when an appointment becomes available. To manage our waiting list fairly, we will offer an appointment slot a maximum of three times. If you are unable to accept any of these, you will be removed from the waiting list. We will remind you of alternative supports and services, and you are welcome to contact us again when the timing is better for you.

Introductory Session

During your first session, the counsellor will complete an initial assessment and work with you to agree on a treatment plan. Counselling is offered in blocks of six sessions initially, with ongoing reviews. The service provides a maximum of 24 sessions in total.

Payment for Sessions

Payment is made directly to the counsellor. Payment should be given to the counsellor on a weekly basis, *before each session*, for the duration of you attending the service. Only cash payments are accepted. The nearest ATM is available at Centra on the Fairgreen.

Punctuality

We value your time and endeavour to start and finish sessions on time. We are unable to extend appointments if you attend late as another client may be waiting. It is the client's responsibility to ensure they are ready to start at the given appointment time.

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 will be placed on hold until you can commit to regular counselling sessions.

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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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.

Please note that the FRC still pays the counsellor for missed or late-cancelled sessions, meaning frequent cancellations result in a financial loss for the service.

Conflicts of Interest

In their professional activities, counsellors are required to act in a trustworthy and reputable manner towards clients and the community. For this reason, WFCRC Counsellors will not see two members of the same family as this could be viewed as a conflict of interest.

Feedback

We are committed to providing a reliable, efficient, and effective service at all times. We will be asking you for regular feedback to ensure this is happening. If you are unhappy with any aspect of your care, please let your counsellor know as soon as possible and we will work with you to resolve the issue. After your final session, you will receive an online evaluation form, this takes just a few minutes to complete, and the information would be very helpful to us in delivering a quality service.

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