

# What is counselling?

- Counselling gives you a chance to talk in confidence to someone who has no other role in your life (that is, someone who is not a colleague, friend or relative).
- It is a chance to talk in confidence to someone who will not judge you, criticise you, be shocked by whatever you have to say, or impose solutions on you.
- We will work with you to help you develop a clearer understanding of your situation.
- We will help you look at your options, help you to make informed decisions, help you recognise your feelings.

As a professional service, we adhere to the British Association of Counselling and Psychotherapy Ethical Framework.

See [www.bacp.co.uk](http://www.bacp.co.uk)

## What is Staffcare?

Staffcare has been appointed by your employer to provide an independent and confidential counselling service. The service is available to all staff, whether full-time or part-time.



# How does the service work?

You can call the Careline any time, day or night and speak with a counsellor. You can have immediate telephone counselling support, or you can arrange to meet with the counsellor face to face.

## Will I have to pay?

No, your employer will pay for a set number of sessions.

## Is counselling confidential?

Your counselling is confidential within professional guidelines. Your counsellor will explain the limits that apply. No information about your counselling will be divulged without your consent. You will be given a unique referral number and the names of who uses the service are not fed back to your employer.

## Options

You can choose to see the counsellor for a face to face appointment or you can opt to have telephone counselling if you would prefer. (NI clients can also avail of a computerised online counselling service). Call **0800 731 3674** (UK) or **1800 409 388** (ROI) and speak to a professional counsellor in confidence. You can also contact us by email [staffcare@belfasttrust.hscni.net](mailto:staffcare@belfasttrust.hscni.net)

# Issues we can help you with

- Stress
- Relationship problems
- Bereavement
- Anxiety
- Depression
- Sexual issues
- Drug/ Alcohol abuse
- Conflict at work
- Family problems
- Bullying
- Fertility
- Personal change
- Self-esteem and confidence issues

**These are only examples - if your problem is not on the list, don't worry, you can still contact us!**



confidential  
counselling  
service

**call 24/7**

**UK 0800 731 3674**  
**ROI 1800 409 388**



providing  
support for  
organisations  
and their  
employees



Nore  
Knockbracken Healthcare Park  
Saintfield Road  
Belfast  
BT8 8BH

~~Tel: 028 9056 5683 (UK)~~  
Tel: 01 6611199 (ROI)

Email: [staffcare@belfasttrust.hscni.net](mailto:staffcare@belfasttrust.hscni.net)  
**[www.staffcare.org](http://www.staffcare.org)**

BT14-942



need  
someone  
to talk to?



**Confidential Counselling Service**

24 hours a day  
7 days a week

UK 0800 731 3674  
ROI 1800 409 388