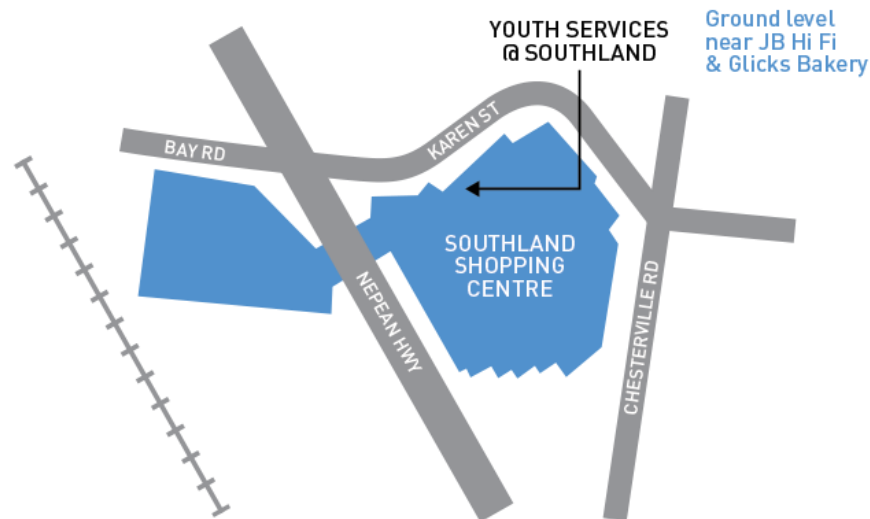


COUNSELLING FAQs

Kingston Youth Services
Version 2015 1.0

Where is Kingston Youth Services (KYS) located?

KYS is located on the ground floor of the village cinemas side of Southland. It is located in the carpark area next to Glicks Bakery and JB Hi Fi.



Some of the bus routes that travel to Southland Shopping Centre are: 600; 631; 708; 823; 828; 825; 922 & 923. Please visit www.ptv.vic.gov.au for further information about these services.

If you are at a local secondary school it may also be possible for our Youth Counsellors to conduct sessions at your school.

How much does the service cost?

The counselling service at KYS is a free service provided on behalf of the City of Kingston. There is no need for a doctor's referral or Medicare rebates.

What is psychological counselling?

Psychological counselling styles are varied and depend on the therapist's approach and skills as well as on the needs of the client. Our Youth Counsellors provide psychological counselling aimed at reducing emotional distress and strategies to cope with life's problems. Your Counsellor will spend time in the first few sessions getting to know you and the difficulties you are managing. Together you will come up with therapeutic goals and the approach that is best suited to your needs and preferences.

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Are the sessions confidential?

Yes. What is said between you and your Counsellor in session is treated as confidential except in the following circumstances:

1. You provide consent for your Counsellor to discuss what is said with specific others;
2. It is subpoenaed by a court;
3. Where your Counsellor felt that failure to disclose the information would place you or another person at serious risk of harm; and/or
4. Disclosure is required by the law

How long are counselling sessions?

Please allow up to an hour for your first few sessions as the assessment process is ongoing. Counselling sessions typically last up to 50mins and depending on your current need, your Counsellor may discuss with you having shorter or longer sessions on a case by case basis.

What to do if you are running late or cannot attend

If you are running late or cannot attend your scheduled appointment please call the KYS office on 1300 369 436. Your courtesy is appreciated.

What if it's just not working for you?

We understand that sometimes the fit between the Counsellor and the client may not be just right and encourage you to discuss this with the Counsellor so that we can discuss your options. If your Counsellor believes that you would be better served by another Health Professional/service then they will discuss your options with you and where appropriate facilitate a referral to another Health Professional.

What to do if there is an emergency

KYS is not an emergency support service and cannot provide afterhours support. If you require immediate assistance then please consider contacting the following afterhours/emergency services:

- Kids Helpline 1800 55 1800
- Lifeline 13 11 14
- Suiceline 1300 651 251
- Victoria police 000

Privacy Statement

Personal information collected by Council is used for municipal purposes as specified in the Local Government Act 1989. The personal information will be held securely and used solely by Council for these purposes and/or directly related purposes. Council may disclose this information to other organisations if required or permitted by legislation. The applicant understands that the personal information provided is for the above purpose and that he or she may apply to Council for access to and/or amendment of the information. Requests for access and/or correction should be made to Council's Privacy Officer. A full copy of our Privacy Policy may be obtained from the Kingston website: <http://www.kingston.vic.gov.au> or from one of our Customer Service Centres and Libraries.