

Counselling support – Questions and Answers

Hi, my name is Leigh, and I'm a counsellor.

A counsellor can give you emotional support if you have been hurt or treated badly.

We can also help you if you are thinking about sharing your story with the Disability Royal Commission.

It's okay to have questions about counselling. We hope this video helps to answer some of these questions.

When would I contact a counsellor for help?

You might need help from a counsellor if you have experienced trauma, like being hurt, neglected, or treated badly.

Trauma can affect people in different ways – how you feel, what you think about or even how you sleep.

If this sounds like you, then maybe it is time to speak to a counsellor.

What happens in a counselling session?

We create a safe, private environment for you, so you feel comfortable enough to share how you are feeling.

A counsellor can talk with you about your feelings and emotions to help you get a better understanding of what you are experiencing.

We can also help you with some coping strategies and tools to help you with your situation. We can also organise an interpreter if you need it.

Will our counselling session be private?

Yes, your counselling session is completely private and confidential.

We do not give your information to anyone outside of our organisation.

We might take some brief notes in case you come back for another session, so you don't have to repeat yourself.

We will not record your session.

How can a counsellor make me feel safe?

Our counsellors can help you feel safe by:

- Treating you with respect
- Not rushing you and giving you time to tell your story, and
- Making sure you are listened to, heard, believed and validated.

Our counsellors are trained to help people with disability who have experienced trauma.

We are sensitive to how you are feeling and will never put pressure on you or make you say anything you are not comfortable sharing.

We are here to support you.

How do I contact a counsellor?

You can speak to a counsellor by calling the National Counselling and Referral Service on **1800 421 468**.

You can also find a list of counselling organisations on our website dss.gov.au/disability-royal-commission-support.

Remember, support is here for you and your family.