

## What else does Support Line do?

Support Line also offers workplace mediation and coaching. For more information about these services call: 03000 411 411.

## What do clients say about the service?

“I never thought of counselling as something I would benefit from – but I was proved wrong. I found it very empowering.”

“the service made me feel supported and able to persevere through difficulty.”

“I feel better enabled to manage future changes myself.”

“...was unsure what to expect, but pleasantly surprised at how helpful seeing a counsellor can be. It was an invaluable experience, which I would recommend to anyone who feels they are unable to cope. Without this service I would have needed a lot more time off work.”



## How do I contact Support Line?

Support Line is available between 09:00 and 16:00 on weekdays.  
Call and speak to one of our advisers:

Tel: 03000 411 411

Fax: 03000 422 846

Email: [supportline@kent.gov.uk](mailto:supportline@kent.gov.uk)  
or visit [www.staffcareservices.co.uk](http://www.staffcareservices.co.uk)

If you use a minicom, please email our Support Line email address and our advisers will assist you.

If you have any questions or comments about this leaflet please contact us.

This leaflet is also available in alternative formats.



## Support Line

### Face to Face Counselling



Helping you to:

- ✓ Identify sources of stress and deal with them effectively
- ✓ Increase self esteem and build confidence
- ✓ Clarify achievable personal goals
- ✓ Cope with major life changes and traumatic events

## Why counselling?

Life can be stressful at times. For many people talking issues through with a trained counsellor can significantly help relieve some of the pressure and help them find a way forward.

Counsellors are not there to tell you where you went wrong or even to offer advice, but they will help you to work through your own problems, in your own way. Many staff who have used Support Line in the past have found that the help and encouragement they receive not only improves their situation but increases self confidence and self esteem, having a positive impact on their lives as a whole.

## What types of problems can Support Line help me with?

### Support Line can help with:

- ✓ stress related issues
- ✓ difficulties in personal, work or family relationships
- ✓ problems arising from redundancy or re-organisation at work
- ✓ loss or bereavement
- ✓ depression or anxiety
- ✓ team or group problems
- ✓ drink or drug issues
- ✓ problems with money or debt.

## How can counselling help me?

### Counselling helps you:

- ✓ clarify what the problem is and how it is affecting you
- ✓ find the most appropriate way of managing your problem
- ✓ identify sources of stress and, how to deal with them effectively
- ✓ cope with major life changes and traumatic events
- ✓ look at what is possible for you to achieve
- ✓ identify other sources of support
- ✓ build self confidence and self esteem.



**Support Line** can offer the help you need, when you need it, whether you have home, family or work problems.

Counselling provides an opportunity to discuss your concerns or difficulties with someone who is professionally trained and not directly involved in your situation. The counsellor will help you to look at ways of dealing with your situation, explore with you why you have reacted in a particular way and consider any changes that you may wish to make.

## Is the service really confidential?

The short answer is 'Yes, the service is really confidential'. Our counsellors abide by the British Association for Counselling Code of Ethics and Practice, which specifies a rigorous code on confidentiality. Support Line operates a self-referral system. It is therefore up to you whether or not anyone knows that you are coming for counselling.

## Do I have to tell my manager?

No - you do not have to tell your manager anything. However if you feel that your situation is impacting heavily on your work, you may decide to inform your manager. You may also need to inform your manager if you need to take time out of your working day to attend a meeting with your counsellor, although you do not need to give specific details.

Some counsellors are able to offer appointments at the end of the working day, if preferred.

## Where will I have to go?

Usually you will be offered a location near to where you live or work. Support Line has over 70 counselling venues throughout the region so it is likely that you will not have to travel too far. All of our counsellors are professionally trained, skilled and experienced in a highly effective short-term counselling model; working with you for up to seven sessions. Our professional counsellors work to BACP (British Association of Counselling and Psychotherapy) ethical standards.