



The Aware Counselling Service

What happens when you reach out to us?

Everyone accessing this service will be asked to tell us a little bit about yourself through an online self-referral form.

To ensure that the help we are offering best meets your needs we will then arrange for an initial telephone appointment for you and a trained mental health professional. This call typically lasts between 20 – 30 minutes and will involve talking about what you are looking for support with, and whether the Aware Counselling service can be of help to you.

There may be times when the service may not be the right help for a person. If that is the case, we will talk through alternatives with you and put you in touch with another service or other Aware support options where we can.

If we agree the counselling service is the best fit for your current needs, we will then offer talking therapy with the next available mental health professional. If you prefer to see a specific therapist, this may involve a waiting time for when they are next available.

What type of appointments are available?

Once accepted into the service, you'll get access to our online booking platform to choose your preferred therapist, appointment type, and time. We offer two types of appointments: **Online Video and In-Person.**

Online video appointments:

- Book your therapist, day, and time online.
- You'll get a confirmation email with your therapist's contact details and a video link.
- Sessions happen weekly at the same time for up to eight weeks.
- You'll get a reminder email two days before each session.
- Ensure you're in a private, quiet space with a stable internet connection and a camera-enabled device.

In-person appointments:

- Book your therapist, day, and time online.
- You'll receive a confirmation email with your therapist's contact and location details.
- Sessions also occur weekly for up to eight weeks.
- You'll receive a reminder email before each session.