

## Our Confidentiality Policy

Counselling at YPAS is a confidential service and we will respect that as much as possible. However, if we feel that you or someone else may be at risk of harm, we may need to contact someone to ensure your or their safety.

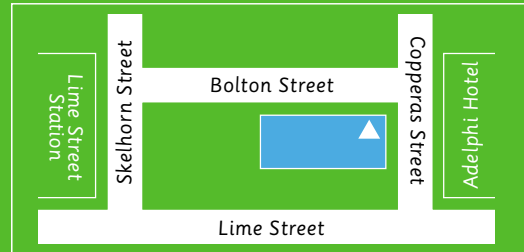
## Your rights – whilst receiving counselling;

- To be treated the right way
- To see any information that is kept about you
- To be informed of what we can offer you
- To be included in decisions made about you
- To decide whether counselling is right for you
- To complain if you are unhappy about something
- To receive advice about how to make a complaint
- To decide when you finish working with us.

The Counselling Service is a member of the BACP (British Association for Counsellors and Psychotherapists) and abides by the ethical framework for good practice.

## Counselling Service Opening Times

Mon: 10am-8pm | Tue: 10am-5pm  
Wed: 10am-8pm | Thu: 10am-5pm  
Fri: 10am-4pm



If you would like more information or want to arrange an appointment, you can contact, Young Persons Advisory Service on

# 0151 707 1025

or at the address below



**Young Person's Advisory Service**

36 Bolton Street, Liverpool L3 5LX.  
Tel: 0151 707 1025 Fax: 0151 707 1252  
[www.ypas.org.uk](http://www.ypas.org.uk) Email: [support@ypas.org.uk](mailto:support@ypas.org.uk)

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## Counselling & Psychotherapy Service

Aged 10 – 15 years



Enabling young people to reach their full potential



**Young Person's Advisory Service**

# About YPAS and the Counselling Service

The Young Persons Advisory Service assists children and young people aged 10-25 years who are experiencing difficulties in their lives. These difficulties can affect their emotional, physical and mental wellbeing. YPAS offers a range of services, which include Counselling, Support, Transition, Advice, Personal Development and Group Work.

The counselling team at YPAS work alongside other young persons services, supporting young people and their families. We aim to reach out and provide a service in a location that is appropriate to their needs including, training and educational settings and community based centres.

## Some of the feelings young people address in counselling are:

- Anger
- Sadness
- Hurt
- Confusion
- Loneliness
- Fear
- Pain
- Frustration
- Loss
- Stress

## What is counselling?

Talking to a trained person on your own about your problems, they are people who really listen. Counselling needs to be a voluntary relationship, which means you have a choice in whether you feel you want it or need it.

## What happens on my first visit?

On your first visit you will meet and get to know your counsellor. You will talk about what you need and how your counsellor can help you.

## How often are the sessions?

Your counselling sessions are usually every week and last one hour, you and your counsellor can arrange that between you.

## What happens in the sessions?

You can look at how you're feeling with your counsellor in lots of different ways; by talking, drawing, using toys and being creative - whatever feels comfortable for you.

## How long will I be seeing the counsellor for?

You will see your counsellor for as long as you both feel you need to.

## Will the counsellor tell anyone?

What you talk about will be kept safe from other people, but if you or someone else was at risk of being hurt, your counsellor will need to tell someone about that.

## Will I have to wait for an appointment?

We aim to see you as soon as possible. However, sometimes you may have to wait but not for too long.

## Do you have male or female counsellors?

We have both male and female counsellors and you can choose who you would like to speak to.

## Are the counsellors qualified?

The counsellors are professionally qualified and working towards accreditation, we also have trainee counsellors in the team.

## How will they help me with my problems?

You can share your problems with our counsellors and they will help you make sense of what's going on. They will also give you the time and space to express what it really feels like.

## How do I go about it?

You can get in touch with us yourself or you can ask someone else to do it for you; teacher, mentor, parent, carer, key worker or a friend.

## What if I'm not happy with it?

If you feel its not working for you and would like to change your counsellor, we can arrange that for you. If you feel your not being treated right you can speak to the Manager who will listen to your complaint and follow it through.

## Who else can the Counselling service help and support?

- Families
- Groups of young people
- Brothers & Sisters
- Parents
- Partners
- Carers