

## Frequently asked questions

### When can I see someone?

The Women's Centre's Daily Support Service is open Monday, Tuesday, Thursday and Friday between 9:00am and 4:45pm and Wednesdays 9:00am and 12:30pm. Wheelchair accessible.

### Do I need to make an appointment?

Appointments are available daily and women can ring 4775 755 or drop-in to make an appointment to see a counsellor.

### How long are appointments?

The first appointment is 30 minutes and is focused on determining issues of urgency and safety. Ongoing appointments are 60 minutes in length and the availability of appointments is determined by service demand. Appointments are available during business hours only. Telephone support & counselling is available.

### Is there a fee to use your service?

This is a government funded service and is delivered free to women in the Townsville region who are fifteen years-of-age and over. Donations are welcome.

### How long can I be supported for?

Some women require support for a short period of time while others might need support over many months. The service is flexible and personalised to meet women's unique needs.

### Who will I be working with?

Counsellors have a tertiary qualification and are professionally trained to support women across a range of wellbeing issues.



the women's centre

50 Patrick Street, Aitkenvale 4814

Phone 07 4775 7555

Facsimile 07 4779 2959

Email [nqcws@thewomenscentre.org.au](mailto:nqcws@thewomenscentre.org.au)



[thewomenscentre.org.au](http://thewomenscentre.org.au)

*We acknowledge the Traditional Custodians of the Land.*

Funded by



Women's  
Health Service

**A professional and non-judgemental service within a safe, caring and supportive environment for women from the Townsville region.**

*The Women's Centre respects the diversity of women's circumstances and is dedicated to delivering a comprehensive and holistic service. Improving the health and well-being of women, their families and communities.*

**HEALTH IS A HUMAN RIGHT**



## Counselling is offered for a wide range of issues:

- » Domestic and family violence
- » Depression and Anxiety
- » Mental health issues
- » Self esteem
- » Suicidal ideation
- » Suicide bereavement
- » Grief and loss
- » Social Isolation
- » Stress management
- » Eating disorders
- » Adjusting to chronic illness
- » Improving communication
- » Anger management
- » Sleep difficulties
- » General wellbeing

## Women-centred counselling

Counselling takes a holistic approach to women's health acknowledging that health can be determined by the different circumstances in which women grow, live, work and age.

Women-centred counseling also shines a spotlight on issues of gender, age, socio-economic status, ethnicity, disability, location and environment, racism, sex-role stereotyping, gender inequality and discrimination, sexuality and sexual preferences.

Women-centred counselling involves:

- » working collaboratively with women
- » respecting and valuing the unique and complex nature of their personal experiences
- » acknowledging women as being the experts in their own lives
- » encouraging women to define their own experiences
- » providing the opportunity for women to recognise and celebrate their own strengths and abilities
- » encouraging acts of self-nurturance

The Women's Centre provides a safe, communal space for women to participate in organised health promoting activities such as senior women's group, yoga, playgroup and other therapeutic groups.



## Pregnancy counselling

The Women's Centre offers counselling by professional counsellors, who are pro-choice, supportive and non-judgemental. Support is offered for:

- » unplanned pregnancy
- » grief associated with reproductive losses
- » perinatal support
- » postnatal depression and anxiety

## Trauma counselling

The Women's Centre provides a service which addresses a range of physical, psychological and social needs for women who have experienced trauma.

Trauma counseling is available to women who have experienced domestic and family violence or any situation which has caused extreme fear and distress.

## Experiences of violence

Counsellors hold the value that violence against women in its many forms is never acceptable and will prioritise the safety of women and children as a guiding principle in any conversations about these issues.

In talking with women who have been subjected to violence and abuse, Counsellors will take care not to infer blame or promote experiences of shame.

Counsellors at the Centre work with women, as a supportive and professional team, to explore their experiences and personal situation for the best possible outcomes.