



Counselling Services

Generalist Counselling Service

Generalist counselling is a free and confidential service that provides short- medium term counselling and casework services to individuals who are over 26 years of age.

Counselling is when you meet with a professionally trained person to talk about things that are worrying you. This might be about family problems, relationship difficulties, stress, having recently had someone close to you die, or other problems such as anxiety or depression.

Talking to a counsellor may help you to:

- Become clearer about what you want to do
- Find options that you may not have thought about
- Try out new ways of dealing with problems
- Feel more in control of your life
- Workers are also available to assist with practical matters and help you to find out about services or local groups

Our services are:

- Free
- Confidential
- Culturally sensitive
- Respectful of individual needs & circumstances

- Counsellors are professionally trained in social work and counselling fields

Our practice is culturally sensitive and many of the counsellors are bilingual and can provide counselling in Arabic, Italian, Mandarin, Spanish and Turkish languages. Interpreters can be arranged at no cost to the clients if required.

Target group

People who reside, work or study in the City of Moreland.

Group Work

We provide a range of groups to meet the different needs of our community. The team organises groups on health issues and social topics of current interest. These groups can be arranged for particular language communities.

Locations

Counselling services are available from our Brunswick, Coburg, Fawkner and Glenroy sites.

Referrals

Referrals to the service are made through the Duty Service.

Duty Service

The Duty Service is a non-appointment based free and confidential service. Duty Service is a general social work service. It provides information, advocacy, assessment and referral to address people's social welfare needs.

Duty workers are professionally trained and the service we provide is confidential.

Interpreter services

Telephone interpreters will be offered and arranged at no cost to the service users.

Referrals

Anyone can make a referral to the service.

Eligibility

Anyone in the community can use the service.

Availability

Duty service is available from Coburg site on a weekday afternoon from 1pm to 4pm. Coburg site address is 93 Bell Street, Coburg and its contact number is (03) 9350 4000.

No appointment required.