

CERTIFICATE IN E-COUNSELLING AND TELEPHONE COUNSELLING

Facilitated live in our online classroom

Relationships **Matter**[™]

BECAUSE THE BEST THINGS IN LIFE AREN'T THINGS...

ABN: 48082813198

YOUR TICKET TO EMPLOYMENT

There is a strong demand for people with lived experience or a mental health background to be qualified in the principles and practices of recovery-oriented counselling. This is to ensure that NDIS mental health services are delivered in a way that supports the recovery of mental health consumers.

The principles of recovery-oriented mental health practices are to develop:

- An understanding the uniqueness of individuals
- Real choices for consumers
- An understanding of attitudes and rights
- Partnership and communication in the recovery process
- Build support, evaluate and adjust the recovery of the consumer

Practitioners are expected to tailor care and support approaches to meet individual needs by providing increased options for consumers.

Our courses are underpinned by the Recovery-Orientated Practice model. This is a holistic, person-centred approach to mental health care.

The model has quickly gained momentum over the past decade and is becoming the standard model of mental health care. Recovery-orientated practice focuses on building trust and encouraging relationships based on hope all required for effective counselling practitioners.

All students are well-supported by qualified Trainers, Assessors and Coaches.

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The course combines both theory and practical training, with the bulk of the learning and assessment in the workplace where learners will be practising newly acquired knowledge through delivery of skills in telephone counselling, assisting people to provide welfare and support services to assist some of the most vulnerable people in the community.

Certificate in E-Counselling and Telephone Counselling will provide the opportunity for intending and existing practitioners to build upon their 'lived experience' and their on-the-job experience to become proficient telephone counsellor practitioners.

UNITS:

- APPLY SPECIFIC COMMUNICATION TECHNIQUES TO MAINTAIN RELATIONSHIPS WITH CLIENTS
- ASSESS, PROMOTE AND REVIEW WELLBEING
- ESTABLISH RELATIONSHIPS TO WORK EFFECTIVELY WITH PEOPLE WITH MENTAL HEALTH ISSUES
- CONTRIBUTE TO CONTINUOUS TO TRAUMA INFORMED CARE
- PROMOTE THE PRINCIPLES OF RECOVERY-ORIENTED PRACTICE
- USE DIFFERENT COUNSELLING THERAPIES
- USE SPECIALISED COMMUNICATION AND COUNSELLING SKILLS
- WORK WITHIN THE LEGAL AND ETHICAL FRAMEWORKS

SPECIALISATION STREAM:

- PROVIDE LOSS AND GRIEF SUPPORT
- PROVIDE TELEPHONE COUNSELLING IN CRISIS SITUATIONS
- RESPOND HOLISTICALLY TO CLIENT ISSUES AND REFER APPROPRIATELY
- SUPPORT CLIENTS TO IDENTIFY AND PROCESS CONCERNS
- PROVIDE CLIENT-CENTRED TELEPHONE COUNSELLING

