

Relationships **Matter**
BECAUSE THE BEST THINGS IN LIFE
AREN'T THINGS...
ABN: 48082813



REDISCOVER CONNECTION

DIPLOMA OF E-COUNSELLING & TELEPHONE COUNSELLING

Changing Lives & Creating a Bright Future for Your Clients

Navigating the complexities of personal relationships can be like walking through a maze. If you are a health care professional and work with your clients virtually, this specifically designed course will enhance your current skills. **All students are well-supported by qualified trainers, assessors and coaches.**

WORKSHOPS ARE FACILITATED LIVE ONLINE



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Here to help you move forward

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.

Our **6-month Diploma of E-Counselling and Telephone Counselling** is facilitated live virtually and offers both intending and existing practitioners the opportunity to build upon their 'lived experience' and their on-the-job experience to become proficient e-counsellors and telephone counsellors.

There is a strong demand for people with 'lived experience' or mental health background to be qualified in the practice 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 both the Trauma Informed Care Model and the Recovery-Orientated Practice Model. This is a holistic, person-centred approach to mental health care. Our 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.



Core Units

Course Cost: \$4800 + GST

- Apply Specific Communication Techniques to Maintain Relationships with Clients
- Assess and Promote Social, Emotional and Physical Wellbeing
- Establish Relationships to Work Effectively with People with Mental Health Issues
- Contribute to Continuous Improvement of 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

Optional Electives — Self-Paced

\$350 Per Unit

- 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

