



About YWCA Canberra

YWCA Canberra is a feminist not-for-profit organisation that has provided community services and represented women's issues in Canberra since 1929.

We provide essential, quality services for women, girls and families in the ACT and surrounding regions. We work in the areas of children's services, community development, homelessness and affordable housing, domestic and family violence, youth services, personal and professional training, women's leadership and advocacy.

Mission, vision and values

Our mission: **We strengthen communities by supporting girls and women through our services and advocacy.**

Our vision: **Girls and women thriving.**

Our values:

- courage
- equality
- respect
- inclusion
- reconciliation
- responsibility.

YWCA Canberra Head Office

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Warm Connections Counselling

Child, youth and family
counselling service

Warm Connections Counselling provides individual therapeutic support to families with children and young people age zero to 15 years.

We offer long-term support to parents, children and young people and aim to strengthen family relationships and improve wellbeing.

Locations

Sessions are available in Tuggeranong, Civic and across Canberra. We can also see children or young people at their school.

Contact us

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Warm Connections Counselling
P: 02 6185 2000
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 [Facebook.com/YWCACanberra](https://www.facebook.com/YWCACanberra)

 [@YWCACanberra](https://twitter.com/YWCACanberra)

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About Warm Connections Counselling

- We are a free service funded by the ACT Government.
- We can work with you for the long-term; we have no session limits.
- We can offer individual therapy rather than group, couple or traditional family therapy.
- We specialise in supporting people who have experienced trauma.
- We can see a parent, carer, foster parent, grandparent, child or young person.
- Where challenges are connected to a child age seven or younger, we work with their parent to help them support their child.
- We can offer individual therapy to children age eight to 15 years old.
- We focus on emotions and relationships in our therapy rather than just teaching skills.
- Although we cannot provide assessments for mental health and neurological conditions such as autism spectrum disorder, our counsellors are trained to identify where an assessment might be needed and can help find a place for assessment.
- We can help parents explore challenges they are having with parenting (note: we do not offer parenting training).

Centred on children and young people

We can support families where parents, children or young people may be experiencing social and emotional difficulties that are affecting their wellbeing and relationships with others around them.

In all our work, even when working with parents, we consider the impact on the young people in the family.

We are not just about short-term strategies or techniques; our counsellors focus on building long-term relationships with clients, to understand and support them through their challenges.

Informed by the family context

Warm Connections Counselling recognises the importance of family and attachment relationships in shaping the lives of children and young people. What is happening for one family member may affect others, and we can offer individual therapy to some or all family members, as appropriate.

When considering the family context, we may ask parents to undertake therapy with us before we begin counselling with children. Our counsellors also have an assessment session with a parent before seeing a child or young person.

Strengths-based and trauma-informed

Our counsellors help individuals within the family draw on their collective and individual strengths to work towards positive changes.

Our service acknowledges that past experiences affect the present and our counsellors are trained in and work with people who have experienced trauma.

Eligibility

To be eligible for the service, the family must:

- have at least one child or young person age up to 15 years in the household
- live in the ACT or have a child or young person who attends a school in the ACT.

What we can provide support for

- trauma, including historic family violence or abuse
- feelings of anxiety or depression
- challenges around parenting (including step-parenting and new partnerships)
- social and emotional issues causing challenges at home, work or school.

What might be better met by other services

As a generalist counselling service, there may be specialised needs better met by other services, such as:

- group or family work with the whole family together, including time-limited skills training
- couples counselling
- serious diagnosed mental health conditions
- diagnosing learning difficulties or other neurological difficulties
- social, communication and behavioural learning for children diagnosed with or suspected of having autism spectrum disorder
- mediating family conflict after separation and family situations where child safety is an ongoing concern
- managing ongoing family violence or abuse where safety continues to be at risk
- school academic challenges or difficulties.

Where needs would be better met by another service, we can provide information and suggest an alternative specialist service designed to meet those needs. We may offer a short session to explore options.