

SMS COUNSELLING

Assure's SMS counselling offers individuals access to professional counselling delivered in real-time through SMS technology, in addition to existing face to face and phone services.

Individuals connect via text with a qualified psychologist for private, immediate clinical support regarding their work, health or life issues, 24 hours a day.

MENTAL HEALTH AND CRISIS SUPPORT SERVICE

SMS counselling services for a range of issues including:

- Relationship issues
- Parenting concerns
- Domestic/family violence
- Self harming tendencies
- Workplace issues such as excessive workload pressures and/or conflict
- Stress, Anxiety, Depression
- Grief and loss
- FIFO challenges



WHY USE SMS COUNSELLING?

- Enables immediate crisis support in environments where people can't talk openly.
- Reduces risk to safety if required to access assistance discreetly.
- Provides an opportunity to access the service in areas or times of day/night when external noise or influence is present.
- Offers individuals the option of commencing discussions through SMS, prior to considering phone or face to face.
- Suitable for those who are anxious about direct interaction.
- SMS services eliminate the need for connection to internet services.
- Beneficial for individuals who require appointments outside of standard office hours.

*"Texting gave me a little more time to think and answer and helped refine the problem in succinct responses which I felt helped to get to the problem. I found it less confronting to do text rather than phone for some reason."**

*"I liked getting straight to the point, I also like that it is here for me to read, most of the time when I come out of a face to face session I have forgotten what was said by the time I get home or need to use it or reflect. I had a habit of dissociating a lot too, this really helped me stay focused."**

**Feedback from SMS clients*