



DID YOU KNOW THAT CLAN OFFERS A FREE COUNSELLING SERVICE?

CLAN offers free telephone counselling and face to face counselling four days a week with 50 minute long sessions. It is a free service as we call you on your landline. Unfortunately we are unable to call on mobile phones for this service. Family members of Care Leavers can also use this service.

The CLAN counselling service can help you with:

- Traditional counselling sessions where you can discuss problems & get advice on how to cope
- Help to locate and apply for state ward files and Home records
- Help with family research
- Assistance for those with literacy problems or vision impairment to fill in forms and write letters
- Support to liaise with government departments such as Department of Housing and Centrelink
- Advice and referrals to other agencies and services

This service is available to all Care Leavers/Forgotten Australians.

If you feel you would like a chance to discuss any issues with the CLAN counsellor please feel free to contact the CLAN office on 1800 008 774 or email support@clan.org.au to make an appointment.

Please note that the CLAN counselling service is not a crisis line – it is by appointment only. Therefore we ask that if you can't make an appointment you please let us know so someone else may have that appointment time.

In the event of a crisis please call Lifeline on 13 11 14 or Mensline on 1300 78 99 78.

Feedback from members who have used the counselling service:

Barry, NSW :

"For me, CLAN membership and the services you guys offer, is a lifesaver. Yes, I was that down, then I talked with the CLAN counsellor...our contact over the phone became my lifeline, my baseline, then my rope, now my ladder out of the depths of the blue"

Mary, SA:

"I found out that CLAN had a counselling service and we have a phone link up every week. My looking forward to my counselling session is becoming better and better as the week's progress. What she has helped me talk about is amazing things that were so deep down she has been able to bring out of me. Where no other Medical Person has not been able to do (Not saying They didn't help me.) I appreciate you so much."

Julie, VIC:

"Having been given counselling support for some weeks now and I wish to say I am most grateful for the wonderful support I have been given. Knowing I was able to share the most deepest of innermost concerns with her. I was happy to find I was really being listened to. SO!! Thank you for the wonderful hourly appointments you have spent with me, I am, so very grateful for your follow through and your willingness to help me hurdle the experiences of late that have been knocking me around, it's been so good to feel so supported by you. It is really wonderful to know that you are there for myself and for our CLAN family. I cannot thank you enough!!!"

www.clan.org.au