

**GENERALIST COUNSELLING
CLIENT EVALUATIONS 2015-2016
Annele Watt**



Our generalist counselling service is available for women experiencing a range of issues including sexual assault, domestic/family violence, adult survivors of childhood abuse/sexual assault, depression, anxiety, grief/loss, relationship issues, being a carer, disability, self-esteem, identity, isolation and reproductive health.

Our Generalist Counsellor, Annele Watt, has a Bachelors Degree in Psychology (Hons) and is currently undergoing her registration as a Psychologist. She has an interest in the treatment of complex trauma and post traumatic stress disorder (PTSD). She is trained in a number of psychological interventions including: schema therapy, cognitive behavioural therapy, acceptance & commitment therapy and radical exposure tapping.

Annele is committed to helping women understand the impact of family violence, abuse, neglect, and other adverse experiences, as well as increasing skills in mindfulness and self-compassion.

Annele worked for the Centre between June 2012 and October 2016. She was also a Group Facilitator for a range of programs including: 'Out of the Dark - A Family Violence Support Program for Women'; 'Mindfulness for Women'; 'Midlife Metamorphosis'; 'Mothers & Daughters - Puberty Matters'.

Generalist counselling is available Monday-Thursday. The counselling fee is \$25.00 per session, or \$10.00 for students or pension/benefit card holders. If clients are unable to pay a fee this can be discussed with the counsellor during the intake session.

At the beginning of each session clients electronically complete an *Outcome Rating Scale* and at the end of each session a *Session Rating Scale* (both evidence-based tools developed by the International Centre for Clinical Excellence) using the MyOutcomes electronic system. These tools assist the client and counsellor to ensure that the counselling sessions are client focused and meeting the client's needs.

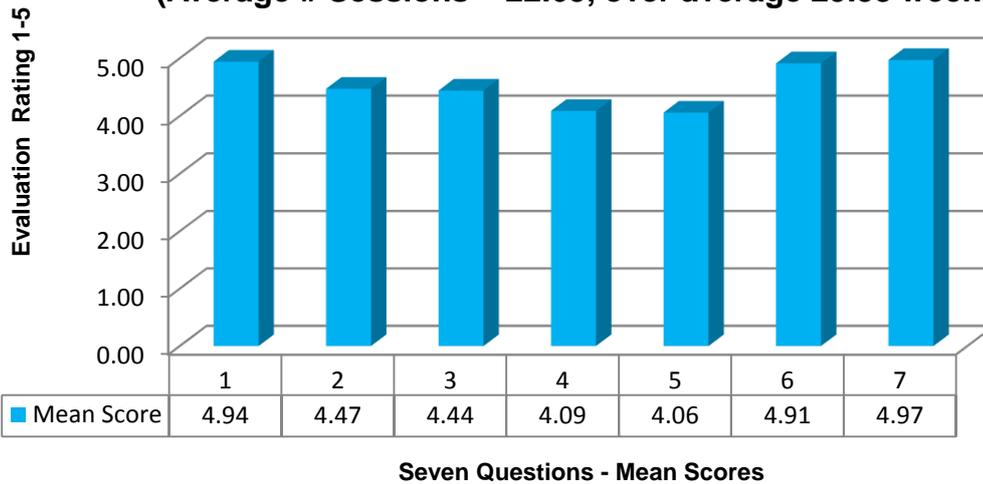
100% of active clients and 63% of inactive clients reached service targets (successful outcomes) based on the MyOutcomes data. An international sample of MyOutcomes aggregated data for 240,938 people had 66.1% of active and 68.5% of inactive clients reach service targets.

Once clients have completed their counselling, or after attending at least four sessions, clients are asked to complete a full evaluation which was developed based on the research from the International Centre for Clinical Excellence.

Overall for 2015/16 25 clients attended a total of 479 counselling sessions. We have only counted clients who attended three or more sessions. The overall evaluation completion rate was 56% (14 out of 25 clients). For the 14 clients the average age was 47.71yrs, average # of sessions 40.57 over an average of 81.86 weeks.

Client satisfaction ratings below cover clients from Nov 2013-June 2016. Overall the satisfaction ratings were high with scores ranging from 4.06 (81.2%) up to 4.97 (99.4%) out of 5.

**Overall Generalist Counselling Client Evaluations
Nov 2013 - Jun 2016 (n= 34; average age 46.71 yrs)
(Average # Sessions = 22.65, over average 29.38 weeks)**



Quest #	Question
1	Degree felt understood
2	Degree of comfort discussing feelings & experiences
3	Level of coping with situation/issue
4	Ability to implement necessary changes in life
5	Degree to which life has improved
6	Overall satisfaction with counselling experience
7	Likelihood to recommend counselling service to others

**SUMMARY of CLIENT EVALUATIONS
(Jul 2015 - Jun 2016 N=14)**

How have you benefited from your counselling experience?

Category	Examples
Increased knowledge & skills	<ul style="list-style-type: none"> "Feeling more empowered than before, new tools & strategies to cope, setting boundaries for the ex-husband." "I can get thru the day with coping strategies I've learnt."
Importance of self-care	<ul style="list-style-type: none"> "To take care of ME!"
Increased awareness	<ul style="list-style-type: none"> "Improved self awareness, less anxiety, better at coping." "Understanding why I feel & think the way I do." "I recognise the personality type my husband is and accept he won't change so I need to get on with life the best I can." "Insight into understanding life experiences and coming to terms with them."
Improved life circumstances	<ul style="list-style-type: none"> "I have a secure job now and my unit, my peaceful paradise." "I'm more relaxed again and have learnt not to bottle things up."

What were the most important things you learnt from your counselling experience?

Category	Examples
Validation	<ul style="list-style-type: none"> "That I was normal and had a right to feel like I did - not crazy! That someone believed me." "What has happened to me is valid."
Increased skills	<ul style="list-style-type: none"> "How to deal with traumatic memories."
Increased awareness	<ul style="list-style-type: none"> "The problem is complex. It is not my fault. I now need to get on with my life in my own way." "To let my emotions be there and to go with them."

Resilience & Hope	<ul style="list-style-type: none"> • "To keep going and I can work to get through this hard time." • "That I have hope, that all is not lost." • "Even though progress might be slow, no matter what you're going through, by sharing you can learn strategies and work through things."
What was the most difficult part of the counselling process for you?	
Category	Examples
Confronting the past Fear	<ul style="list-style-type: none"> • "Unravelling all these years of buried hurt." • "Going back through things that happened to me." • "The memories." • "Facing my inner fears & feelings." • "At first talking about myself. Trying to tell my body that I was in a safe place. Learning to listen." • "Feeling embarrassed/ashamed about expressing things that you don't want people to see. Worrying that you might be seen in a bad light."
Acceptance	<ul style="list-style-type: none"> • "Acceptance" • "To accept that I need to change." • "Coming to the realisation that my husband is very unlikely to change at all." • "Coming to terms with the past."
Was there something else that would have been beneficial for you?	
Category	Examples
Different therapy	<ul style="list-style-type: none"> • "Possibly art therapy?"
Additional comments	
Category	Examples
Counsellor quality	<ul style="list-style-type: none"> • "Annele's methods are <u>great</u> & she's VERY perceptive & interprets the key issues well." • "I have been extremely ill over the past 6yrs & have been to many clinics and seen a huge amount of therapists, none of which has helped me like the counselling I'm getting now. I recommend this service to lots of people. The support is second to none." • "Annele is an amazing counsellor." • "Counselling service is wonderful. Annele is exceptional at her job. Thank you for this service."
Environment	<ul style="list-style-type: none"> • "The Centre has a great feel about it and is a very safe place to go to, and that helps heaps."