

Counselling Service Policy and Guidelines

1. Introduction

Counselling at IQRA College is provided to students with an aim of supporting students to develop appropriate skills and attitudes in all areas, including academic, psychological, spiritual, emotional and behavioural. Counselling will be voluntary, however, students who self-harm and have behavioural issues will be required to attend counselling – Staff may also access counselling services when required.

2. Scope

This policy applies to all staff at IQRA College, students and the qualified counsellors providing services at IQRA College.

3. Roles and Responsibilities

- The school will provide counselling services for students, admin, and staff to support their emotional and mental well-being
- Counselling services will be provided by trained individuals (“Counsellors”) who are qualified and licensed to provide these services
- Students, admin, and staff can access counselling services on a voluntary basis. The Counsellor will ensure that the confidentiality and privacy of those accessing counselling services is respected
- Counsellors must not give counselling services to more than two individuals who come from the same family, unless the counsellor finds it reasonably necessary
- Counselling services will be provided in a safe and non-judgmental environment. The Counsellor will ensure that students, admin, and staff are treated with dignity, respect, and empathy
- IQRA College will provide counselling services to support students with a wide range of issues, including but not limited to, stress, anxiety, depression, grief and loss, relationship problems, and academic difficulties
- IQRA College will provide counselling services to support students who have experienced

bullying, violence, or trauma

- IQRA College will work closely with parents/guardians, community organisations, and other agencies as necessary to provide the best possible support for students
- IQRA College will ensure that students, admin, and staff are aware of the counselling services available to them and how to access them
- The school counsellor is required to maintain records of the consultations. Similar records should be kept when a consultation is made with parents/guardians or external services regarding the student – privacy is considered.

4. Duty of Care

It is a duty of care upon the Counsellor to:

- Act on mandatory reporting when required – while ensuring the site leader is informed
- Inform the relevant parties/services when there is immediate harm
- Comply with the code of ethics and practices of the Association for Counsellors in Australia
- Maintain professional and personal boundaries with students, parents and staff involved in the Counselling service

5. Student and Staff Referrals

Internally – Students can be referred to the school counsellor by either self-referral by the student, any school staff including, the principle, teachers, admin – or by a parent or legal guardian

Externally – Students can be referred to the school counsellor by external services such as the GP, mental health services or any other relevant services. This is through completing the referral form and sending it to admin email or counsellor's email. Students and Parents/legal guardians need to be informed by the service provider prior the referral. The school counsellor can also refer students to external services when required providing that the site leader and Parents/legal guardians are informed.

Staff – Staff may consult the school counsellor, however, this will only be early short-term intervention and can be referred to outside appropriate services if further support is required.

6. Confidentiality

IQRA College and the School Counsellor will maintain the privacy and confidentiality of consultations unless:

- They believe that the student will cause harm to themselves or to another person
- They believe the student discloses criminal activity that impacts their welfare or the welfare of other students
- It is required by law

7. IP

The records including case notes and resources are the property of the School. The records will be kept in a safe database that will only be accessed by the Counsellor and other staff who were given access.