



Welcome to The Aware Counselling Service

What is the Aware Counselling Service?

Aware is the national organisation providing free support, education and information services to people impacted by depression, bipolar disorder, anxiety and related mood conditions. We provide psychological therapy, also called 'talking therapies' including cognitive behavioural therapy (CBT) and counselling free of charge to people who are seeking support for mild to moderate depression and anxiety.

How we help?

We offer talking therapies to people with mild to moderate depression and anxiety. The service is for people who are over 18 years old, living in Ireland and not having counselling anywhere else.

What we offer?

We offer up to **8 sessions** of CBT or counselling. These therapies can be in person or online. They are offered on a **weekly basis at the same time each week**. Each weekly session will last for 50 minutes.

How can I make an appointment?

After contacting us, we'll ask for a few basic details (e.g. your age and location). We'll then arrange a short introductory telephone call (20–30 minutes) with a trained mental health professional to discuss your needs and whether our service is a good fit. If it's not, we'll suggest alternative support. If it is, we'll offer therapy with the next available professional, or a specific therapist if you prefer (which may involve a wait).

How much will it cost?

The Aware Counselling Service is **free of charge**.

What are the opening hours of The Aware Counselling Service?

Appointments are available **Monday to Friday, between 9am and 5pm**. In some cases, evening appointments may be available on request, depending on therapist availability.

Please note that due to limited capacity in this new service, we may not always be able to accommodate specific days or times, and appointment slots can fill up quickly. We currently offer sessions in Dublin, Cork, and online.

Are there waiting times?

Yes, there may be a waiting times, depending on demand and therapist availability at the time of your online self-referral. We do our best to offer appointments as soon as possible; however, waiting times can vary, particularly during busy periods.

If you are placed on a waiting list, we will support you in the meantime by recommending other Aware services that may be best suited to your needs during that period.

What qualifications does my counsellor have?	All our counsellors/psychotherapists/psychologists are professionally trained and fully accredited with the relevant professional bodies in Ireland. They all have a minimum of 5 years' experience of post qualification, with many having several more years' experience than this.
How do we know if the service is helping people?	There is a lot of research showing that CBT and counselling can help people in their recovery journey. In Aware it is important to us that we build on this research and understand how our specific support might help people. This helps us offer the right help at the right time to people experiencing depression and anxiety. For this reason, we will ask you to complete a questionnaire about your difficulties at the beginning and the end of your therapy.
What happens if I want to stop?	You are, of course, welcome to end your sessions at any time. We kindly encourage you to speak with your therapist if you're considering this, as it can be helpful to reflect together on your progress and bring your work to a thoughtful close. If possible, we recommend attending a final closing session. However, if you're unable to do so, we ask that you contact your therapist directly and provide as much notice as you can.
Can I switch therapists?	We understand that the therapeutic relationship is important. However, due to the nature of our service and the limited availability of sessional appointments, we may not be able to accommodate requests to switch therapists. If you are experiencing any concerns about your sessions, we encourage you to speak openly with your therapist. This can often help address any issues and support your ongoing progress.
Is it confidential?	We keep all information confidential and private. We will let your GP/Psychiatrist/Mental Health team know you are accessing our service, but not necessarily what is discussed. We won't contact your GP if you tell us not to. The exception to confidentiality is if we are concerned that you or someone else is at risk of serious harm. You can find more information on our confidentiality statement here .
If your question is not answered here...	Please contact us at 01-6617211 or email counselling@aware.ie .