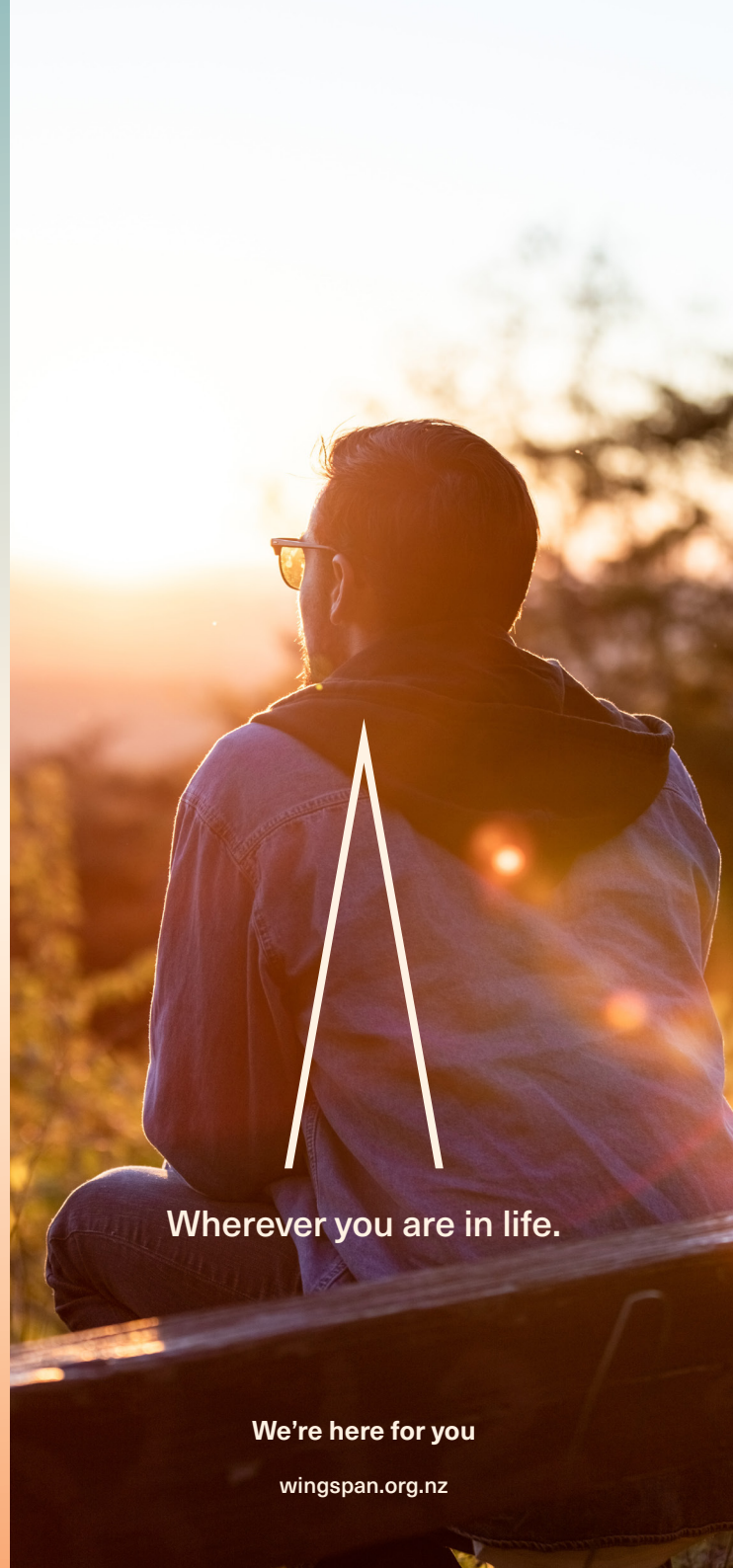


W I N G S P A N

Counselling for everyone

Honestly.
How are you?

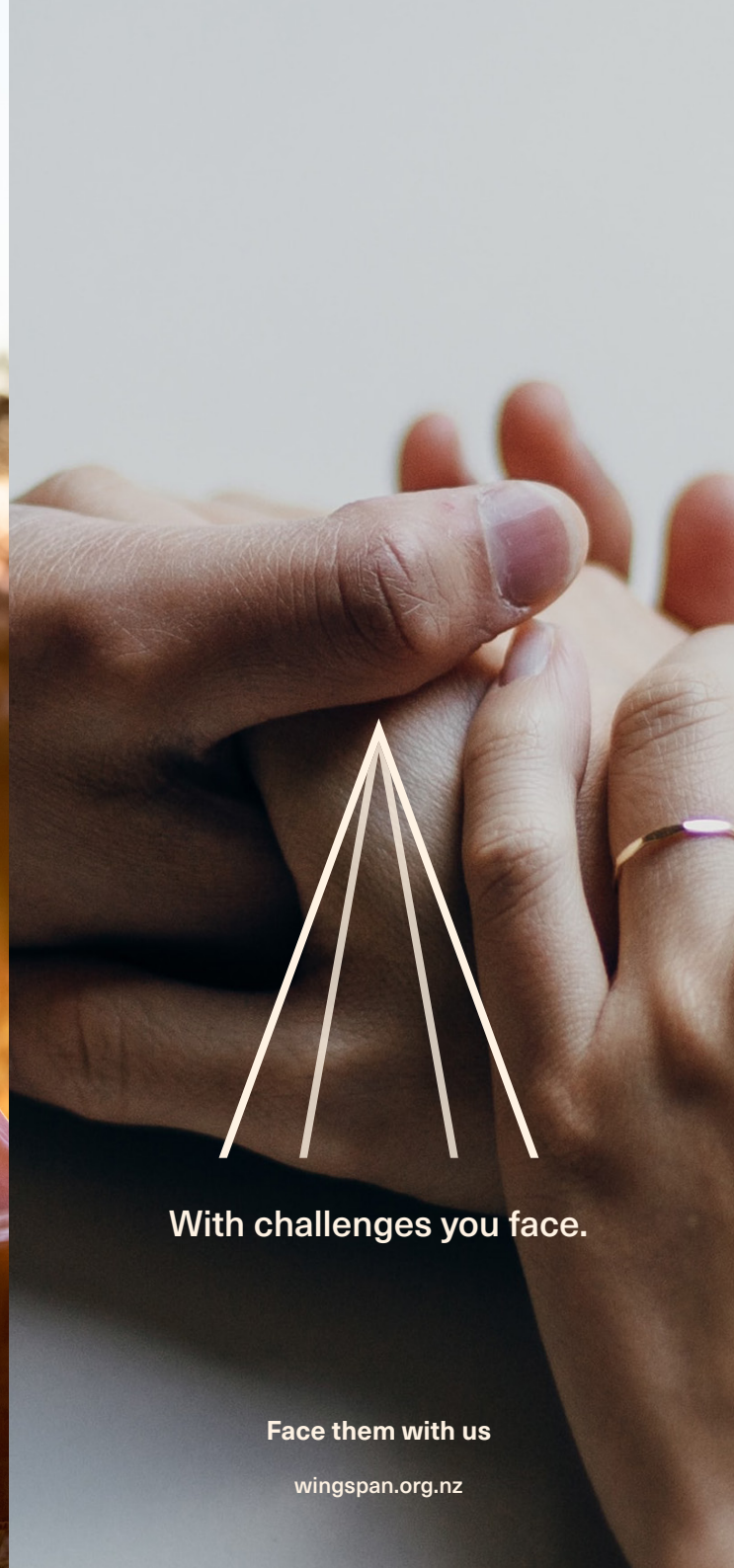
We're here
if you need
to talk.



Wherever you are in life.

We're here for you

wingspan.org.nz



With challenges you face.

Face them with us

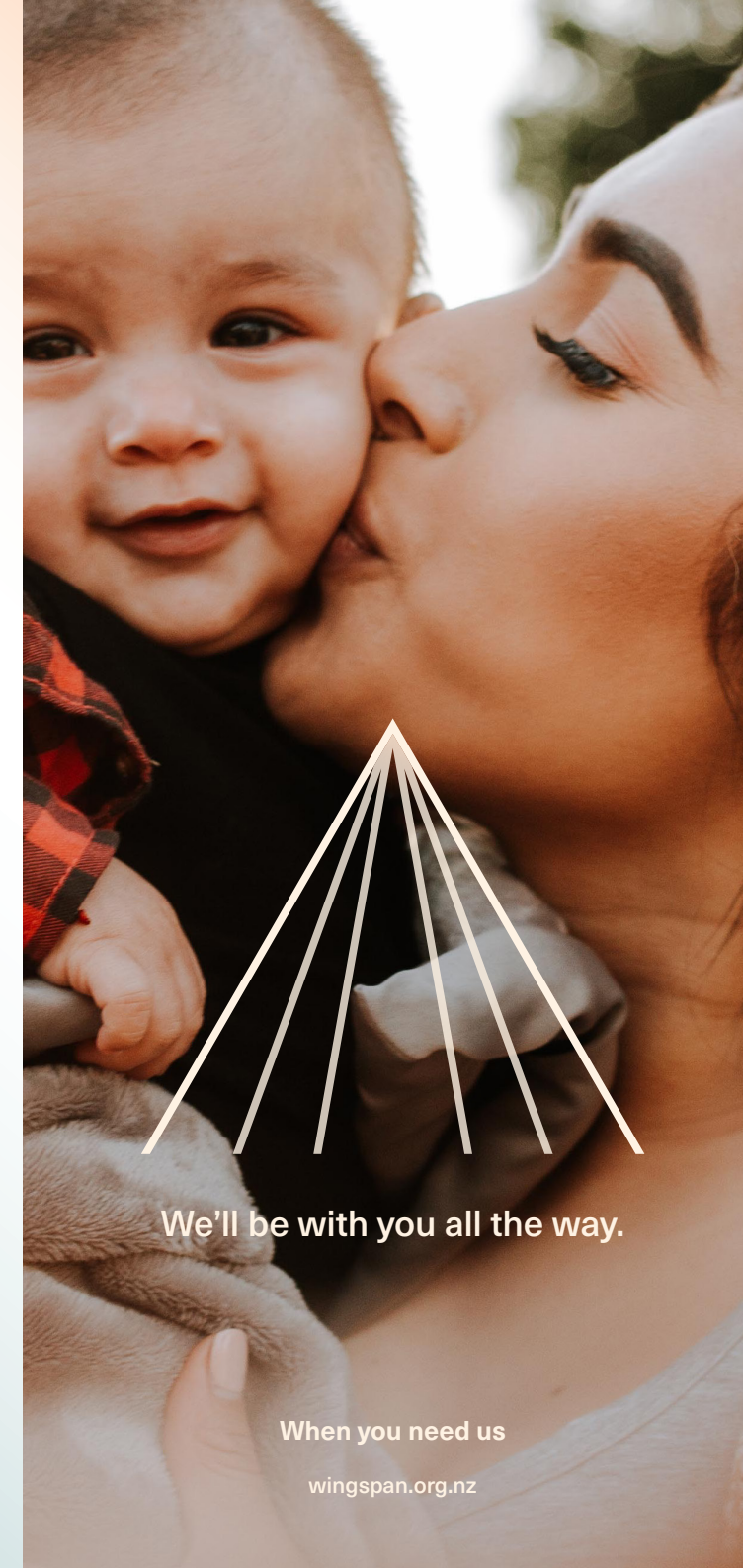
wingspan.org.nz

How we can help

Sometimes you just need someone who is understanding, caring and supportive to talk to. Someone who is professionally qualified, who can give you their undivided attention and help you make sense of what is happening to you, or your loved ones.

Counselling works best when you have the courage to talk openly and honestly about sensitive issues, or about things that may make you feel embarrassed or vulnerable.

Your Wingspan counsellor is trained to ensure you have a respectful, safe and non-judgmental place to express your concerns and emotions.



We'll be with you all the way.

When you need us

wingspan.org.nz

What we do

Wingspan provides counselling services for everyone (teens, individuals, couples and families) to help with a wide range of life's challenges.

Only you know what you're going through – but you don't need to go through it alone. Wherever you are in life, whatever challenges you face, we'll be with you all the way.

- Low self-esteem
- Stress management
- Anxiety
- Grief and loss
- Trauma
- Abuse
- Depression
- Relationships
- Separation
- Conflict resolution
- Parenting issues
- Teenage transitions
- Behavioural issues
- Repartnering
- Sexuality
- Communication
- Intimacy
- Adjusting to new situations

And much more.

First time going
to counselling?

Here are some
frequently asked
questions that
may put your
mind at ease.



Read our most
frequently asked questions.

What will my friends/ family think?

People from all walks of life attend counselling every day. Counselling is nothing to fear or feel ashamed about. Telling those people you trust that you are seeing a counsellor can be challenging sometimes. However, it may help them understand any changes you are making and why you are approaching things a certain way. It is often helpful to have someone with you to share and reflect on your experiences. Of course, you don't need to tell anyone – it's up to you.

If having a support person at your counselling sessions will make you feel more comfortable, you are absolutely welcome to bring that person with you.

How do I know Wingspan is right for me or my family?

We have been helping the Auckland community since 1893. All our counsellors are professionally trained and qualified, all registered members of either NZAC (New Zealand Association of Counsellors), ANZSW (Australia New Zealand Social Workers) or NZCCA (NZ Christian Counsellors Association).

Go to wingspan.org.nz/types-of-counselling to learn more or please, feel free to call us.

How do I know my personal information is secure?

Your privacy is important to us. Wingspan is committed to protecting your personal information in accordance with the Privacy Act 2020. Counselling is a confidential process, and your counsellor will discuss this with you at your first appointment including when we may need to extend confidentiality to support you or someone else's care and safety.

For more on what information we collect and how we treat it, go to wingspan.org.nz/privacy

How many sessions will I need?

Wingspan offers short-medium term counselling for a maximum of 12 sessions over a period of a few months. If you and your counsellor see benefit from having more sessions, then this can be discussed.

Counselling is often scheduled weekly, although this may change to a fortnightly or three weekly schedule at different stages of your counselling. Sessions are 60 minutes long for individuals/couples, and up to 90 minutes for family sessions.

How do I get an appointment with a counsellor?

You can either

- > **Submit a Counselling Request Form online** (wingspan.org.nz/appointment)
- > **Call one of our centres:**
 - Central Auckland (09) 630 8961
 - North Shore (09) 419 9853
- > **Ask a Health Professional** to submit a Referral Form for you (wingspan.org.nz/referral)

Can I choose my counsellor?

Yes, you can. Visit our website to see our counsellor profiles. Alternatively, our team can recommend a counsellor based on the issues you wish to address. It's important that you feel comfortable and confident with the counsellor you choose. You have the right to request a different counsellor if you feel the counsellor is not the right fit for you.



So you can get back, to being you.

Everyone deserves happiness

wingspan.org.nz

Can my appointment be online?

Yes. We realise not everyone can access face-to-face counselling due to transport, health or other reasons. For an online appointment, you will require access to either a computer, mobile phone, or a tablet, that has a camera, microphone and good internet connection. You will also need to find a private place to talk. Contact us to find out if Online Counselling is right for you.

How much will it cost?

Clients are asked to make a voluntary contribution to the costs of our counselling services, based on their household income. Suggested contributions range from \$30 to \$170 per hour. Payment can be made by eftpos, cash or internet banking.

We don't want money to be a barrier to anyone seeking help, so let us know if you cannot afford to make a contribution. You may qualify for funding help or free counselling sessions.

Can I opt out at any stage? How will I know when it's time to finish?

Your emotional wellbeing is our primary focus... so it's got to work for you. If you wish to stop your counselling at any stage, the best thing to do is talk this through with your counsellor first.

How quickly can I get an appointment?

Demand for our services is high. Each centre has varying wait times. It also depends on how flexible you are with your appointment days/times. After we receive your Counselling Request or Referral Form, we will contact you once we have an available appointment.



Where to find us

Central Auckland

344 Mt Eden Road,
Mt Eden 1024
central@wingspan.org.nz
(09) 630 8961

North Shore

2a Seaview Avenue,
Northcote 0627
northshore@wingspan.org.nz
(09) 419 9853

wingspan.org.nz [wearewingspan](https://www.instagram.com/wearewingspan)