

School counselling service

Information for parents and carers

All NSW public schools have access to psychological support through the school counselling service.

The school counselling service includes school counsellors and school psychologists who provide counselling, psychological assessment and intervention services for students from pre-school to Year 12. They work alongside families, school staff, and other professionals to support the learning, mental health and wellbeing needs of students, and to create safe, healthy, and supportive learning environments.

All school counselling staff have post-graduate qualifications in psychology and apply their expertise in mental health, learning, and behaviour to help children and young people succeed academically, socially, behaviourally, and emotionally.

The school counsellor or school psychologist can:

- provide counselling for students
- assess student learning and mental health needs
- work collaboratively with teachers and specialist staff
- help families to understand and manage their children's learning and mental health needs
- liaise with external agencies and mental health professionals to provide coordinated, wrap-around support for individual students.

When working with students, parents or carers, and teachers, school counselling staff will explain how they work, listen carefully to what is said, help clarify options and encourage informed decision-making.

Confidentiality

School counselling staff provide voluntary and confidential psychological support for students. Confidential information will not be shared with others without the permission of the student, parent, or carer unless required by law or to prevent serious risk to safety or wellbeing.

Referral

Priorities for school counselling support are determined in consultation with school learning and wellbeing teams. Parents or carers who have concerns for their child's learning, mental health and/or wellbeing can request an appointment by contacting the school. Students can also self-refer or seek assistance from parents or teaching staff to make an appointment.

Telephone interpreter service

If you would like more information please call the school. If you need an interpreter to assist with your enquiry, please call the Telephone Interpreter Service on 131 450 and ask for an interpreter in your language.

Tell the operator the phone number you want to call and the operator will get an interpreter on the line to assist you with the conversation. You will not be charged for this service.