**Seafarer’s UK Funded Relate Counselling - Information Sheet**

**Who is eligible?**

* Current serving and ex-fishing fleet, merchant navy, partners and dependants

**What is available?**

* Relationship Counselling for couples/individuals/singles – up to 6 sessions
* Family Counselling – up to 6 sessions
* \*Children’s and Young People’s counselling – up to 6 sessions
* Sex Therapy – up to 12 sessions

**Where?**

* UK wide
* Initially (during Covid-19 restrictions) delivered by webcam, telephone, Live Chat
* Available face to face as well once it is safe to do so
* \*During Covid-19 restrictions we cannot provide counselling to children 10 and under

**How do I refer?**

* Referrals should be made by completing a referral form [here](https://forms.relate.org.uk/player.htm?f=K4BggAMk)
* Please do not ask clients to ring Relate direct as referrals must come via a referral form

**What happens once I’ve made a referral?**

* See attached flowchart for the referral process and client journey

**What issues does Relate help with?**

Some common reasons people seek support include:

* Other issues such as money worries, parenting, addictions causing rows and arguments
* Working away causing tensions/making it hard to find or hold down a relationship
* Loneliness or loss related to relationships ending
* Covid-19 related tensions, loneliness, anxiety and grief
* affairs and trust issues
* Physical and or psychological issues with intimacy
* Family separation, step family relationships, new families
* Bullying, harassment, self-harm, school pressures impacting children and young people

If you are unsure whether we can help with a particular individual, couple, family, child or young person, please email us at [Seafarers@relate.org.uk](mailto:Seafarers@relate.org.uk)

To find out more about Relate counselling you can watch a short video [here](https://www.relate.org.uk/about-us/media-centre/videos/what-expect-counselling-relate-0) and you can visit our [website](https://www.relate.org.uk/) for information about Relate services.

**Referral Process and Client Journey**

Beneficiary charity completes referral form using the following link:

<https://forms.relate.org.uk/player.htm?f=K4BggAMk>

Relate National Contract Team registers client/s on CRM and sends perfect form back to beneficiary charity quoting unique case ID (used for all future communication relating to the client/s)

Client/s attend initial assessment and **either:**

1. Continues with ongoing counselling for up to 5 sessions (or 11 for sex therapy) or
2. Is placed on waiting list for ongoing sessions that match their availability

Relate National Contract Team contacts primary client within 2 working days by preferred method and:

* checks referral details are correct
* Explains cancelation process fully
* Emails client/s data protection form and client questionnaire
* **either:**

1. Books client in for an initial assessment or
2. Explains to client their chosen centre will contact them within 2 working days to book an initial assessment

After 5 sessions (11 for sex therapy) **either:**

1. Counselling will finish
2. Client can self-fund additional sessions – cost will depend on local centre fees
3. National Contract Team contacts Seafarers UK to request additional sessions on case by case basis where both counsellor and client/s agree additional sessions would be beneficial

For queries please contact Seafarers@relate.org.uk