

The support we offer through our partnership with The Exchange

We provide free, confidential counselling for school-age children and young people up to 18 through our partnership with The Exchange.

The services we offer you

Through our partnership with The Exchange, we can provide your child with the following support services:

- Counselling for school-age children up to 18
- In-person or online sessions
- Support with a wide range of issues, including bullying, self-esteem, anxiety, self-harm, bereavement, family difficulties and more
- A variety of therapeutic approaches, including art therapy, drama and play
- A safe, confidential and non-judgemental space

How it works

Check with your GP, your child's school, or – if you're in work – your employee assistance programme (EAP), to see if any of these can help.

If you have private health insurance, review your policy to see if counselling for your child is covered.

For more serious or long-term conditions, these options may be better placed to support you.

Once you've explored those options, call our Helpline to chat through your support needs.

If you're eligible, we'll refer you to The Exchange. They'll arrange a call with you or your child to talk things through, and you'll agree a personalised treatment plan.

For more information

You can talk to a Client Adviser via our Live Chat or call our free and confidential Helpline on **0800 0234 834** - we're open Monday to Friday from 9.00am to 5.00pm (except bank holidays).

Confidentiality statement

Bank Workers Charity and The Exchange treat everything you share with us as confidential. We won't pass on your information to third parties without your permission, unless we're required to by law, or where there's a safeguarding concern involving a child or vulnerable adult.

We're independent of banks and our support is provided in confidence.

In partnership with

**Supporting the banking
community past and present**

