

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

If you think your child could benefit from counselling, get in touch with us. We'll talk through your circumstances and, if you're eligible, refer you to The Exchange.

Before making a referral, please talk to your child about counselling and check that they're happy to take part.

What happens next?

The Exchange will arrange an initial call with you to discuss your child's needs and explain what to expect. They'll call from 0330 202 0283, so it's worth saving this number to your phone.

Your child will then have an introductory meeting, which you can join if you'd like, followed by five counselling sessions. There'll also be a check-in with you partway through and a final call at the end.

Sessions last around 50 minutes and will be arranged at a suitable time.

Changing an appointment

If you need to rearrange, please give at least 48 hours' notice. Sessions cancelled with less notice, or missed without letting The Exchange know, will count towards your child's five allocated sessions.

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.

**Supporting the banking
community past and present**

