



## **5 Principles of Crisis Counselling**

### **EMOTIONAL SAFETY FIRST**

Emotional safety is a priority when supporting a woman who is or has experienced control, violence and abuse from a partner, ex-partner or family member. It involves acceptance without judgement and can enable calming of the nervous system, trust to communicate openly and motivate help-seeking.

### **FOCUS ON THE PRESENT**

The focus is on resourcing a woman to cope with the issues that are currently a source of emotional and mental distress to her and may be inhibiting her capacity to act in her own interest.

### **EMOTIONAL STABILISATION**

Emotional stabilisation leads to reconnecting with cognitive capacity to make sense of a woman's circumstances and to consider and take actions that meet her goals.

### **EMPOWERMENT**

Empowerment involves collaborating with a woman to reclaim her rights and capacity to make and enact decisions in her own best interests.

### **CONNECTION TO ADDITIONAL SUPPORTS**

The range of Amber's community and refuge-based services represents a holistic response to the needs of women and children. Connecting to additional supports addresses the experience of isolation and undermining of rights and autonomy, while supporting progress on a woman's own goals. The therapist can explain the services provided by Amber, where appropriate and relevant to a woman's needs.