



| NSW Department of Education

Counsellor

Counsellors support people struggling with a personal concern, when issues are too much to manage alone or cannot be resolved by support from friends or family, by helping to clarify issues, explore options, develop strategies and increase self-awareness.

What counsellors do

Counsellors are objective professionals trained to offer different types of assistance, most frequently talking-based therapy. Counsellors provide support to people experiencing emotional and other difficulties with a view to fostering the client's well-being and supporting them through personal problems or life transitions.

Counsellors neither judge nor offer advice. They give people an opportunity to explore difficult feelings such as anger, resentment, grief, loss, guilt or fear in a confidential environment, with someone who isn't personally or emotionally involved. Counsellors may work with clients for a designated period, on a specific matter like anxiety, depression, trauma, parenting, grief, addiction, body image or relationship issues.

There are many different types of counselling and approaches that counsellors use will vary. Counsellors may encourage clients to examine parts of their life such as childhood experiences or changes in relationships, to throw light on why they react in certain ways to situations and the wider impact of those behaviours.

The ultimate aim is to enable clients to reach their own conclusions, make their own choices and act upon them by making positive changes to their attitudes and/or behaviour.

Will I get a job?

Very strong growth in this occupation is predicted, with 5,800 new jobs in Australia in the next four years, bringing the total to 29,300.

What will I earn?

\$1,101–\$1,350 median full-time weekly salary (before tax, excluding super).

You'll like this job if...

You have exceptional communication skills. You're an active listener. You are open minded and compassionate. You're tolerant. You have a positive, warm and non-judgemental attitude. You're empathic and respectful. You work effectively in stressful situations. You're an advocate for human rights.

A day in the life...

Work as a counsellor may involve these tasks:

- conduct counselling interviews with individuals, couples and families
- work with clients on life transitions through career, study or employment options to create ways to reduce stress and maximize opportunities
- assess client needs in relation to treatment for drug and alcohol abuse, problem gambling issues, financial stressors, mental health issues
- aid the understanding and adjustment of attitudes, expectations and behaviours to develop more effective relationships
- help clients define goals, plan action and gain insight
- contribute information, understanding and advice on the learning and behaviour of students, especially those with special needs, and assist parents and teachers in dealing with those needs
- refer clients to other professionals when required
- respond to crisis situations in a call centre such as Lifeline, Beyond Blue or Relationships Australia.

VET qualifications

The following government-subsidised qualifications are available in NSW:

Diploma of Alcohol and Other Drugs (CHC53215)

- Up to 2 years full-time
- Graduates employed or in further study: 84.8%*

Diploma of Counselling (CHC51015)

- Up to 2 years full-time
- Graduates employed or in further study: 84.8%*

Diploma of Financial Counselling (CHC51115)

- Up to 2 years full time



To find out more regarding these related jobs, visit education.nsw.gov.au/job-guides.

Information sources

Income: Australian Government Department of Employment, Australian Jobs Report 2017, Occupation Matrix. ANZSCO ID: 2211. Earnings can vary greatly depending on the skills and experience of the worker, and the demands of the role. Career trend: Australian Government Department of Employment 2017 employment projections to May 2022. Graduate outcomes: National Centre for Vocational Education Research. *Approximately 6 months after they completed VET.

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Roles to look for

- Careers counsellor or adviser
- Drug and alcohol counsellor
- Family and marriage counsellor
- Rehabilitation counsellor
- Student counsellor
- Gambling counsellor
- Grief counsellor
- Life coach
- Rape crisis counsellor

Main employing industries

- Healthcare and social assistance
- Education and training

Other jobs you may like...

- Welfare, recreation and community arts worker
- Welfare support worker