



How to contact us

Telephone Support Line

01325 369 933

Email: rsacc.dton@gmail.com

Website: www.rsacc-thecentre.org.uk

Calls to the support line

An answerphone is available when the line is closed. If you feel able to leave your name and number, we will return your call as soon as possible.

Confidentiality

If we are able to speak to you directly we will not leave a message to say that we have called unless you tell us it is safe to do so.

By post

RSACC

PO BOX 106

Darlington

DL3 7YS

Email: rsacc.dton@gmail.com

The Rape and Sexual Abuse Counselling Centre (CIO) is a registered charity whose primary purpose is to meet the needs of women and girls and whose vision is:

“To lead the way in providing a wide range of quality services to all women and girls across Darlington & County Durham who have experienced any form of sexual violence while actively campaigning to end all forms of sexual violence”

The service is provided solely by specially trained, volunteer counsellors and telephone support workers. Our counsellors are professionally qualified and adhere to BACP ethical guidelines.

The centre has independence from the Criminal Justice System, Statutory Agencies and Private Companies.

The Centre is funded by the Ministry of Justice, Big Lottery, Shears Foundation, Pilgrim Trust, Sherburn House Charity and Northern Rock Foundation amongst other generous contributors.

Darlington & County Durham

Charity Address:

PO BOX 106, Darlington DL3 7YS

Charity No. 1164121

Business line: 01325 354 119

(Answer phone out of hours)



Rape & Sexual Abuse Counselling Centre

CIO



Telephone Support

A service provided by women for women and girls, aged 13 or over, who have experienced any form of sexual abuse.

Experiencing any form of sexual violence/abuse or domestic abuse can be extremely traumatic, frightening and humiliating. Many girls and women experience great difficulty in living with the impacting consequences of violence and abuse on their lives in terms of their emotional and mental wellbeing.

Our aim is to offer girls and women a 'women-only, safe place' where they are able to feel as comfortable as possible. For some girls and women counselling is not something they are ready to participate in. Sometimes a friendly, supportive and understanding person to talk to can be helpful.

We provide a telephone support line for those who feel they need this support.

Calls to this line are anonymous unless the caller requests otherwise.

How can we assure your anonymity?

We do not ask for any personal details from our callers. It is the caller's decision if she decides to tell us her name. The name given does not need to be the caller's real name. We do not ask the callers age, address or any other identifiable details. Unless the caller decides to tell us we have no way of knowing who they are.

Why do we not ask for identifiable details?

The purpose of our helpline is to provide confidential emotional support to as many girls and women who feel they need it. Our callers control how much or how little we know about them. Even though the caller can choose to remain anonymous, we will always work with safety in mind and try to work with all callers to ensure they are safe from harm.

Who can call the helpline?

Any girl or woman who has been directly or indirectly affected by sexual violence/abuse or domestic abuse can call our helpline. Family or friend of survivors who feel they need support. This service is available to people on our counselling waiting list as well as those that aren't. It doesn't matter how old the caller is, where they live or what their experiences are. Callers can access the service daily, weekly or just when they feel it's needed. Calls can last up to an hour.

Male callers will also be supported on the helpline in the short-term and then signposted to appropriate services.

Who will you be talking to?

The Centre is a women only charity, all our volunteers and workers are women. Our support line workers have completed our intensive three month training course and understand the effects and experiences of women and girls who have been affected by sexual violence/abuse or domestic abuse. They will listen with empathy and understanding. Our support line workers will offer support without judgment.

Our Helpline Confidentiality Policy.

One of the advantages of the helpline is that the caller has complete control over what we know about them. All details of calls are held in confidence within The Centre. Our support line workers have team supervision with peers from within The Centre. The anonymity of our callers is respected during this process.

When is the helpline open?

Our helpline is available from 18.30-21.00, Monday to Thursday. Simply call 01325 369 933