

# **Sandhurst Counselling Service**

## **Our Charter**

Together we commit to living and working with these Core Values

### **Relational Compassion**

We meet each person as a whole being - not a problem to solve or a role to perform.

Compassion for us means:

- Tuning in with empathy, not assumptions.
- Valuing emotional presence over perfect answers.
- Allowing space for vulnerability, difference, and silence.

### **Shared Humanity**

We honour the mutual impact of client and practitioner, organisation and individual:

- We acknowledge pain, celebrate growth, and sit with complexity.
- We make room for grief, hope, fatigue, humour - this is how we remain fully human, together.

### **Holding as Practice**

To hold is to contain with care:

- We create safe, grounded spaces where clients and colleagues feel seen, safe, and supported.
- We stay present even in discomfort or uncertainty.
- Holding means boundaried presence, where protection and permission co-exist.

### **Reflective Culture**

We learn and grow by looking inward, together:

- Supervision, peer reflection, and collective dialogue are not optional - they are central to our practice.
- Reflection includes listening for what's unspoken and noticing how we are shaped by our work and each other.

### **Continuity Through Change**

Transitions can be unsettling; we respond with intention and presence:

- We do not rush relational work in the name of efficiency.
- We communicate with transparency and care, recognising that change is both logistical and emotional.

***“The heart of our work is not just what we do, but how we are”***