The Role of Counseling in Family Planning Services

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Right to Quality of Care

- 16 years after the ICPD Cairo
- 15 years after Beijing Platform for Action
- 10 years after MDGs
- Quality of Care: the Quality of our Caring Attitude
- Ultimate Goal: Client’s Satisfaction
Quality of Care

- Are we focus to Client’s Rights?
- Are we working with reliable partners?
- Are we willing to modify our approach?
- Are we willing to listen to other’s opinion?
- Have we addressed the Culture & Religious beliefs as obstacles of the program?
- Do we really work with young people? Fullfilling their reproductive needs?
- Do you try to overcome unsafe abortion?
Client’s Satisfaction

- Have different meaning to different groups
- For Clients: being respected; Full and Accurate Information; Reliable Access and Services
- For Health Providers: Skillful Provider; Modern Facilities and Equipment
- For Program Manager:
The Benefit of Client Satisfaction

- When a client is satisfied, they will continue to use their contraceptive of their own choice
- They will inform others
- They can be the agent of change
- Many demographic goals can be achieved
Various Perception of Counseling

- Talking to Client
- Giving Advice
- Providing Information
- Choosing “the best” contraceptive method for a client
- Directing
COUNSELING

- A process of empowering a client in making her own decision.
- It could not happen in just one time, it probably needs more than 2 or 3 times to make an important decision.
Criteria of Counselor

- Believe that each client has a right to decide
- Has personal motivation to help others
- Personality: warm, friendly, non-judgmental, open minded, patient, willing to learn.....
- Skillful in interpersonal communication
- Knowledgeable in SRHR and its issues
Two way communication, means client should be encouraged to express her opinion and feelings.

Using both verbal and non-verbal cues in communication, touch your client with words that could be empowered them.

Use close and open-ended questions.

LISTEN to what your client is saying.
Fertility Control by Woman and Fertility Control of Woman

WOMAN

HERS
Head
Hair
Hands
Arms
Upper body
Legs
Feet

NOT HERS

Belongs to certain males of the species: moralists, politicians, lawyers, all of whom will decide how the area is best utilized.
Start with providing Peer Education

- Train Peer Educators
- Adopt the similar principle of counseling
- Providing the community with information and knowledge regarding SRHR
- Learn to provide responses/answer based on your clients’ needs
- Your client is your ‘Guru’
- Try to work toward Client Satisfaction
- Good Peer Educators can be easily trained to be Counselor
Community Empowerment
Community Activities
Counseling is actually simple once you believe that it’s an integral part of FP program; it’s a reflection of your caring attitude; it will lead ways to successful program