

## Counselling Agreement

Agreement between \_\_\_\_\_ and counsellor Sheree Veysey.

**Aim of Counselling:** The aim of counselling is to provide you with an opportunity to explore personal issues in a safe and supportive space. You make the decisions about counselling goals and what you would like to talk about in a session.

**Confidentiality:** I (Sheree) am a full member of the New Zealand Association of Counsellors and adhere to their code of ethics. What is said in counselling is confidential with a few exceptions; If I believe that either you or someone else is risk of serious harm in the immediate future I may need to let others know. This situation also applies if I believe a child is at risk of harm. Where ever possible I would discuss the need to break confidentiality with you first.

**Notes:** I will take brief notes of your words during sessions and sometimes write a brief summary of them. These notes are kept in a secure location. You are able to request to see them at any time.

**Supervision of the counsellor:** All professional counsellors attend sessions with a supervisor. Supervision conversations are not so much about clients so much as they are about how the counsellor is approaching issues, growing and keeping their practice safe and accountable.

**Concerns:** I actively try and ensure that counselling is working for you, and endeavour to create a safe atmosphere for you to let me know about how you are experiencing counselling. Formal complaints can also be laid through NZ Association of Counsellors; this can be found at <http://www.nzac.org.nz/> I can assist you with this. If you have any worries, concerns or responses to what comes up in counselling, please do let me know about, face to face, by phone or email if this is more comfortable for you.

**Sessions and cancellation:** Sessions last approximately 50-55 minutes. If clients are late, the session still needs to end on time. If I don't hear from you within the first 15 minutes of the session,

I will then end the session. Please don't panic if an emergency or the unexpected happens, just contact me when it works to do so. If I don't give 24 hours cancellation I will be charged for room hire for face to face appointments and am not usually able to book other clients in. There is therefore a \$25 cancellation fee if I am not given over 24 hours. This can be waived in some circumstances. Barring ill health I will give you at least give plenty of notice if I need to cancel sessions.

**Contact between sessions:** In instances where you need to contact me between sessions, calls can be made to (021) 0499 190 or emails to [lifeinprogressnz@gmail.com](mailto:lifeinprogressnz@gmail.com).

Emails should generally be used for organising sessions or confirming payment, however sometimes they are a useful way for you to update me on how you are doing. Counselling focussed emails should generally be limited to one or two between sessions. If I am unable to take your call, please leave a message on the answering machine. Calls and messages will be responded to as time permits between sessions within normal operating hours.

*Please note that Life in Progress is not an crisis service and sometimes there will be a delay before the message is answered. If you need to speak to someone immediately, please phone or text 1737 to speak to a counsellor 24 hours a day.*

**Session fees:** Standard fees are \$95 per session. Payment can be made to: **ASB 12-3016-0519935-00**. I am happy to issue invoices if this is easier for you.

I look forward to us working together for your greater wellbeing.

Name:.....

Signed:..... Date.....

Counsellor.....

