

Counselling Interactive

CLIENT AGREEMENT CONTRACT

The Counselling

➤ **Aim**

- The aim of counselling is to talk about any matters that concern you in order to achieve clarity, insight, improvement, development and resolution. Counsellor's role is to provide you with a safe, secure, supportive and confidential space, and to assist you through this process in trust in non-judgement manner.

➤ **Sessions**

- A counselling session is 50 minutes in length unless arrangements have been made for a longer or shorter session.
- Sessions are usually held weekly, unless otherwise agreed
- 24 hour notice is required to cancel a session, except in case of an emergency.
- Assessment process usually takes 3-4 sessions.

➤ **Code of Ethics**

- As a member of the Counsellors and Psychotherapists Association of NSW the counsellor adheres to the CAPA and PACFA Code of Ethics.

➤ **Confidentiality**

- Everything that is discussed in counselling sessions is kept in strictest of confidence.
- All personal information will be kept confidential with following exceptions;
- During the counsellor's required supervisions the client's case may be discussed without identifying the client.
- The counsellor is legally bound to make disclosure to the authorities if any serious risk of self-harm or harm to others, or of any serious criminal breaches are revealed during the session.
- The counsellor is also legally bound to supply any documentation to the courts if and when subpoenaed upon.

➤ **Referrals**

- If the client has been referred to the counselling service by a health professional (e.g. doctor, psychologist, psychiatrist, hospital or agency etc.) the counsellor may report back to the referee with acknowledgement letter. This letter may contain brief clinical assessment of the nature of client's condition.

➤ **Records**

- Two sets of professional records are kept: Client Record and Clinical Record.
- These records are held confidentially and safely either in electronically and in document formats or both.

➤ **Fees:** Fees are to be paid at the end of each session

- The counselling fees are agreed at the first session on consultation with the counsellor.
- The counselling fees are based on the client's household income.
- The agreed fees are based on fifty (50) minute sessions. A fee for longer sessions are calculated based on pro-rate of the agreed fees.
- Fees are to be paid at the end of each session. And the fees can be billed for bank transfer after a session.
- All telephone and electronic counselling services will be billed pro rata as per agreed fees.

- **Cancellation, Non-Attendance and Late Arrival**
 - If the client misses a session without canceling, or if a session is canceled with less than 24 hours notice, the client may be billed for the appointed session.
 - In case of the client's late arrival, the session will commence as soon as the client arrives. But the session will end at the appointed end time.
- **Boundaries**
 - Sessions will **NOT** take place if the client is under the influence of alcohol or any prohibited substances.
 - The Client-Counsellor contact should be limited to the counselling room.
 - Physical contact is inappropriate at any time.
 - If the counsellor happens to meet the client outside of the counselling, the counsellor may acknowledge the client. But the nature of relationship will remain confidential.
 - Occasionally counsellors may suggest therapy-related tasks for the client to perform between sessions.
- **Contacting the Counsellor**
 - The client may contact the counsellor to make or cancel appointment and to notify of late arrival.
 - If the counsellor is not available on the phone please leave a message, and the counsellor will return the call as soon as practicable.
 - No counselling will be done over the phone. Unless otherwise agreed upon. Telephone session can be arranged under same condition as normal session.
 - If the client is in a crisis and the counsellor is not available, please ring 000, Life Line on 13 11 14 or the local GP.
- **Guidelines for Emergency**
 - In the event of an emergency arising whilst in counselling, the counsellor will discuss with the client the appropriate support needed during this period. But the counsellor may also take appropriate measures without the client's consent if deemed necessary.
- **Complaints and Referrals for Other Services**
 - At any time the client may voice any concerns with the counselling service with the counsellor. The concerns will be discussed with the view to an amicable resolution. If the counsellor is not able to resolve your concerns, the client can be referred to appropriate services and/or counsellors.
- **Terminations of Services**
 - In following situations the counselling sessions will come to an end:
 - When goal of therapy is reached or sufficient evidence is present that the therapy is successful the sessions will come to an agreed end.
 - A termination of therapy is usually discussed well in advance.
 - If the client may feel that counselling is not helping.
- **Client Feedbacks**
 - The counsellor welcomes comments and feedbacks about the client's experience of counselling.
 - A feedback can be made in person in the session or by letter or phone.

