

# Counselling Interactive

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## Client Information Sheet

### Our Vision Statement

*To know and to live life as it was meant to be...*

### Psychotherapist & Counsellor

Mr. Francis Kim  
BA(Psych), GradDipPsych, MCounPsychTh, CAPA, PACFA

### Practice Hours

Monday: 9:00AM - 6:00PM  
Wednesday: 9:00AM - 6:00PM  
Friday: 9:00AM - 6:00PM  
Saturday: 9:00AM - 12:00PM

### Appointments

Please call (02) 9789 4911 for an appointment. Our reception staff are always ready to book you preferred time. Longer consultation times are available. Followup appointments are usually made after your initial consultation session.

### Care Outside Normal Opening Hours

We care for the clients during after hours emergencies. In the event of emergencies please contact the counsellor via the mobile number. All after hour consultations will be charged as per Client Agreement Contract. Alternatively, contact your GP. Life Line counselling can be contacted on 13 11 14 in the event of emergency.

### Telephone, Email and Skype Access

When the counsellor is in session please leave a message. You can also send a SMS text message or an email. Every effort will be made to return your call, SMS or email as soon as possible. The counselling can be conducted via telephone, Skype or email. Fee will apply as per the client agreement.

### Consultation Fees

In our practice, The fee is determined and agreed upon at the first consultation meeting. Fee for telephone or Skype consultation apply according to the agreement made at the first consultation.

### Managing Client Information

In our practice the client information is kept in document and electronic format in a secured storage. All client information is updated at every visit and with all relevant data received. These information are securely kept. Confidentiality of information is fundamental component of client-counsellor agreement.

### Feed backs and complaints

Our practice welcome your feed back regarding the quality and the nature of our practice. All feed backs and complaints can be submitted verbally, in a written form or electronically to the counsellor or the practice manager. Information on the Counsellors and Psychotherapists Association of NSW ([www.capanw.org.au](http://www.capanw.org.au)) as well as Psychotherapists And Counsellors Federation of Australia ([www.pacfa.org.au](http://www.pacfa.org.au)) complaints process is also available.

### Our Approach

In our practice, we approach the therapy with informed current thinking and evidence based research in psychology, counselling and psychotherapy. We approach each client with individually tailored therapy in caring and sensitive way.

### What is Counselling?

Counselling and psychotherapy are basically 'listening-&-talking' based approach of addressing psychological issues and symptoms. Personal issues may cover fundamental human suffering, dilemmas, crisis, aspiration towards self-actualization among many others. The issue can be also be spiritual, philosophical, social and other aspects of life. Counselling and psychotherapy practice is based on up-to-date clinical and evidence based theories informed thinking and therapeutic techniques.

### What is the Aim of Counselling?

The aim of counselling is to talk about any matters that concern you in order to bring about clarity, insight, improvement, resolution and development. Counsellor's role is to provide a safe, secure, supportive and confidential space and to assist you through this process with trust, and without judgement.

### Goals of Counselling

Personal Development	Positive Change
Life Skills Development	Coping Skills Development
Gaining Clarity of Issues	Improving Motivation
Overcoming Difficulties	Enduring through suffering
Symptom Amelioration	Gain self-awareness
Improve Self-Esteem	Attain/Regain Self-Confidence
Clarity over Issues	Achieve Resolution

### Who Comes to Counselling?

Children, Adolescent, Adults, Singles, Couples, Family, Parents, Corporate Workers and Others

### Areas of Counselling

Addictions (Drug, Alcohol, Gambling), Anger, Anxiety, Assertiveness, Career Direction, Childhood Trauma, Couples Issues, Depression, Eating Disorders, Family Issues, Grief And Bereavement, Life Transitions, Marriage Issues, Mental Health Issues, Parenting, Personal Development, Relationship Issues, Self-Esteem, Self-Image, Sexuality and Sexual Issues, Sleep Difficulties, Stress, Trauma, Workplace Issues and Others

### How does Counselling Work?

At the initial session after hearing the presenting issues the client and the counsellor assess and chart how the therapy will progress. The length of counselling session will depend on the issues presented. Once the presented issue has come to a satisfactory resolution, or at any point during the progress of therapy the client may choose to terminate the therapy.

