

# Counselling Information and Consent

## What can you expect from counselling?

- To be listened to with warmth and respect.
- A space of non-judgement where you are free to work through your thoughts and emotions in a supportive environment.
- A collaborative relationship that will support you to find new ways to approach areas in your life where you may be feeling stuck.

## Confidentiality

I am a full member of the New Zealand Association of Counsellors and subscribe to the NZAC Code of Ethics. The full Code can be found here [Code of Ethics » New Zealand Association of Counsellors \(nzac.org.nz\)](https://www.nzac.org.nz/code-of-ethics)

I will treat all communication between you and myself as confidential and privileged information.

Please note the following exceptions to confidentiality, which may occur when:

- there is serious danger in the immediate or foreseeable future to yourself or others,
- your competence to make a decision is impaired,
- legal requirements demand that confidential material be revealed,
- responding to a complaint about counselling practice.

Wherever possible, the decision to make an exception to confidentiality would be made with your co-operation, unless this would further compromise the safety of yourself or others.

## Notes

I will take paper notes during your session. These will then be uploaded to a secure online system. The paper copy of your notes are stored in a locked cabinet.

On completion of your counselling sessions, or after some time has passed, the paper copies of your notes will be destroyed.

Should you ever wish to view your notes, I am more than happy to share these with you.

If you have any questions or concerns at any stage of the counselling process, I welcome these.

## **Feedback**

I am quite open to hearing feedback. If there is anything throughout the course of our therapy which you are not happy with, please let me know, so we can have a conversation about it. Feedback is helpful as it helps me to improve my practice.

If you have a complaint which we have not been able to resolve, you can approach NZAC or the Health and Disability Commission to have it addressed.

## **Further Supports**

Please note that I do not provide a crisis service. If there is ever serious risk of harm or serious concerns for safety, please call emergency services 111, or the mental health crisis team in your area. In Tauranga this is 0800 800 508 (24/7).

Other helpful services:

- Need to Talk 1737 (text/call 24/7)
- Lifeline 0800 54 33 54
- Youthline 0800 37 66 33
- Your General Practitioner
- Alcohol and Drug Helpline 0800 787 797 (24/7)

## **Appointments**

- All appointments are for 60 minutes.
- You will be sent a text reminder 24 hours before your scheduled appointment, unless you have opted not to receive these.
- If you need to reschedule or cancel an appointment, please make every effort to advise me within 48 hours so that I have an opportunity to offer that space to someone else.

## **Payment**

- Payment is required via online payment on the day of your appointment unless prior arrangements have been made.