

## Counselling agreement

I understand that my counsellor will listen and respond in a caring, purposeful way: to help me gain understanding; assist me with clarifying concerns and defining my goals; and help me look at alternative solutions to my concerns. I further understand that I am fully responsible for the decisions I make concerning my relationships and behaviour.

I understand that counselling may involve looking at the past, as well as the present. It may consider my family of origin, emotions, thought patterns, actions and communication skills: with a view to restoring personal and relational wholeness. It is designed to empower me, to find hope and peace in mixed up times and to encourage me to grow and live a fulfilling life. This may involve tasks or reflections to do between sessions, which I am prepared to discuss and commit myself to.

I understand that I am personally responsible to pay for all counselling provided to me, at the time of the session. I have read and am familiar with the *Missed Appointments & Rescheduling* policy (overleaf).

I am aware that my counsellor operates under regular supervision and may discuss aspects of their counselling practice and sessions, with qualified and experienced supervisors, within a confidential and anonymous arrangement. I understand that the aim of supervision is to enhance my counsellor's skills and to provide professional development and accountability. This assists my counsellor to provide the highest level of care, which is for my benefit.

I am also aware that, with my permission, some sessions may include discussions of faith and spirituality, and that prayer may be requested by me.

I have been given the opportunity to ask questions and clarify any concerns about this agreement.

Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

## Missed Appointments & Rescheduling

I highly value my time and yours. Please read the following policies carefully and make sure you understand and are comfortable with them.

### **Late Arrival Policy**

If you are late for your appointment, in most cases your session will still finish at the scheduled time, so any following clients aren't penalised. If you are able, please attempt to communicate via text or phone call if you are running more than 10 minutes late.

### **Cancellation/Rescheduling Policy**

Unavoidable circumstances may warrant late notice for the need to reschedule or cancel the session. To avoid a cancellation fee, 24 hours notice is appreciated so the session can be offered to another client in need. Please communicate via text or phone call, as soon as you are aware that you need to reschedule or will be unable to attend your session.

### **Fees: Late Cancellation/Missed Session**

A once-off late cancellation or missed session will not incur a fee, however, regular failure to give 24 hours notice of need to reschedule or cancellation will result in you being charged 50% of the session fee. If you regularly miss sessions and do not communicate at all, this will be charged at the full session fee.

**Thank you for your respect and understanding in these matters.**

I have been given the opportunity to ask questions and clarify any concerns about this policy.