

## 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 accept that I am fully responsible for the decisions I make concerning my relationships and behaviour. I understand that counselling is not something that is 'done to me', rather it requires my active preparation, participation and reflection.

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 your time and kindly ask that you show respect for mine.

Please read the following policies carefully, making sure you understand and are comfortable with them.

### Late Arrival Policy: In-person and Tele-counselling (on-line) sessions

If you arrive or log-in late for your appointment, in most cases, your session will still need to finish at the scheduled time to enable me to attend other appointments on time. The regular session fee will still apply.

If you are running more than 5 minutes late, please attempt to communicate with me via text or phone call, if you are able and it is safe to do so.

### Cancellation/Rescheduling Policy

In ordinary circumstances (apart from Covid-19), to avoid a cancellation fee, **24 hours** notice is appreciated, to assist with my schedules/planning and in case 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.

In order to adhere to Covid-19 safety measures, if you become unwell within 24 hours of your session, please stay home and communicate with me ASAP whether you need to cancel or would like to change to a Tele-counselling session. To avoid a cancellation fee, a minimum of **2 hours** notice is appreciated where possible and, if switching to an on-line session, pre-payment will be required.

Likewise, if I am experiencing concerning symptoms which are mild in nature, I will offer Tele-counselling sessions for your protection.

### Fees: Late Cancellation/Missed Session

To reflect my understanding that sometimes things change or go wrong with schedules, once-off late cancellations or missed sessions will not incur a fee.

However, regular lapses on your behalf, to give 24 hours notice of the need to reschedule or cancel, will result in you being charged 50% of the session fee.

If you do regularly miss sessions, we will need to discuss what this means for your choice to engage in counselling at this time.

**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 (*signed overleaf*).