



New Start Counselling And Psychotherapy

COUNSELLING AGREEMENT

Thank you for choosing New Start Counselling and Psychotherapy. The following information outlines policies and procedures with respect to your Counselling and Psychotherapy journey. If you have any questions at all, please contact me on the number below. I look forward to meeting and working with you.

Confidentiality

Whatever you discuss in our sessions together is always confidential. I strive for our counselling space to be as safe as possible for you to share and be who you are. I will not share what we discuss with anyone else. However, I am a mandated reporter which means I am legally bound to report incidences where:

- There is evidence of risk of harm to you or others
- If there are any safety concerns for anyone under 18 years of age (although I guarantee we will explore this in our session prior to any notification being taken)
- If subpoenaed by law; or
- As part of my regular supervision, I may share generalised and de-identified information with my supervisors

Sessions

Our sessions will last 50-55 minutes.

The first session is a chance for us to explore goals, needs, and what you would like to gain from counselling as well as how often you would like to attend.

Cost

NDIS is charged as per NDIS guidelines. Other counselling is charged at \$120 per hour or \$100 per hour for concession (Children U12, health care card, full-time students, and pensioners). **Rebates are available for those with Bupa, Police Health, Doctors, Emergency Services, St Lukes, Grand United, Grand United, or Phoenix Health funds. If you are a member of any of these funds, please circle which one applies, as separate invoices are needed to gain a rebate.

Fees are payable by cash, via EFTPOS or direct credit (Name: New Start Counselling \ BSB: 085-005 \ Account: 76 780 8638), and **due on the day** of your appointment.

Telephone and Video Counselling

Although face-to-face counselling sessions are preferred, I also provide telephone or video counselling. To be able to video Counselling a stable internet connection is required. If you have any concerns or issues with technology I can try and help as best, I can.

ABN: 517 337 002 04

T 0402 055 752

W www.newstartcounselling.net.au

E info@newstartcounselling.net.au



New Start Counselling And Psychotherapy

In-Home Counselling

New Start Counselling and Psychotherapy no longer offers in-home counselling.

Record Keeping

All personal information collected will be stored securely and is not made available to any other person or agency outside of New Start Counselling and Psychotherapy. Case notes will be written in accordance with ACA guidelines.

Contact

If you need to reschedule, cancel, or make an appointment please call or text 0402 055 752. If I cannot answer the call, please leave a message, or text me and I will get back to you ASAP. Alternatively, please email me at info@newstartcounselling.net.au

Due to time restraints, I am unavailable for extended contact outside of our counselling sessions.

Ending counselling

You are in no way obliged to continue counselling if for any reason you feel it isn't the right fit for you or that you feel you have achieved all you need to accomplish, you are free to end our counselling. I would appreciate you let me know so we can discuss how I can further support you or if there are any other supports that you may need along your journey.

Policies and Practices

- **Cancellation Policy**

If a planned service needs to be cancelled, I require a **full 24 hours notice**. Failure to do so will result in you being charged in full or as per NDIS price guidelines.

- **Code of Ethics and Conduct**

Samantha Seymour is a member of the Australian Counselling Association (ACA) and as such adheres to the code of conduct for ACA:

<https://www.theaca.net.au/documents/ACA%20Code%20of%20Ethics%20and%20Practice%20Ver15.pdf>

Working with Children & Young People - Code of Conduct www.newstartcounselling.net.au/policies-practices

- **Other Policies**

Safe environments policy: <http://www.newstartcounselling.net.au/policies-practices>

Mandatory reporting guide: mandatory-reporting-guide.pdf (childprotection.sa.gov.au)

- **Complaint processes**

Please contact New Start Counselling and Psychotherapy if you have any complaints or feedback: 0402 055752 or via the feedback form on www.newstartcounselling.net.au/policies-practices

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Other complaint processing avenues

ACA: www.theaca.net.au

NDIS: www.ndiscommission.gov.au/complaints-feedback/complaints

Health and Community Services: hcsc.sa.gov.au

Please sign that you have read and agree with the terms and conditions contained within this agreement.

Name:.....Signature:.....

Dated:.....

Are you a member of a health fund outlined in this agreement YES Which fund:.....

Are you a NDIS participant? YES If applicable - NDIS number:.....