



## 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 journey. If you have any questions at all, please contact me using the number below. I look forward to meeting and working with you.

#### **Confidentiality**

Whatever we discuss in our sessions together is always confidential. 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
- If subpoenaed by law; or
- I may share generalised and de-identified information, as part of my regular supervision, 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 \$140 per hour or \$120 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 will be required to gain any 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 Online Counselling**

Although face-to-face counselling sessions are preferred, I also provide telephone or online counselling.

To ensure efficiency, confidentiality, and safety a separate questionnaire will be required before the start of the first online or telephone counselling session.

ABN: 517 337 002 04

T 0402 055 752

W [www.newstartcounselling.net.au](http://www.newstartcounselling.net.au)

E [info@newstartcounselling.net.au](mailto:info@newstartcounselling.net.au)



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### **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](mailto: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 a fee of \$80 or as per NDIS price guidelines. All no shows will be billed a full fee.

### **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>

### **Feedback or 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](http://www.newstartcounselling.net.au/policies-practices)

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**Other complaint processing avenues**

ACA: [www.theaca.net.au](http://www.theaca.net.au)

NDIS: [www.ndiscommission.gov.au/complaints-feedback/complaints](http://www.ndiscommission.gov.au/complaints-feedback/complaints)

Health and Community Services: [hcsc.sa.gov.au](http://hcsc.sa.gov.au)

For more information and to see a full list of policies please go to [www.newstartcounselling.net.au](http://www.newstartcounselling.net.au)

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

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

Date:.....

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:.....

*(Please note as a requirement of the NDIS a separate service offer will be created by New Start Counselling and Psychotherapy prior to the start of our sessions)*

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