

RELATE COUNSELLING HAWKES BAY LTD

Terms & Conditions for Counselling Services

I consent and agree to receive counselling services under the terms and conditions outlined below from Relate Counselling HB Ltd.

Participation

Counselling is intended to be a completely open and respectful process. It is the counsellor's responsibility to provide space, time and notifications as agreed. Counsellors work alongside their clients, collaboratively, one size does not fit every situation so understanding the specifics of your circumstances helps us to help you. Counselling is completely voluntary. You can end your involvement at any time.

Confidentiality

Counselling is a confidential service. However, there are certain limits to confidentiality that include suspected child abuse, risk of self-harm, imminent risk of harm to others, or if subpoenaed by the court. If the counsellor believes they have reasonable concerns they may be permitted contact an emergency contact you provided.

If any information is kept, it will be in a locked and confidential file. Access to your personal information is available by issuing a requesting in writing, this includes email info@relatehb.co.nz but not txt. Additional safety precautions may be required including verbal confirmation under some circumstances. In session process notes are not considered personal information, these are only a tool for the counsellor in session, these are not clinical notes.

Your counsellor receives regular clinical supervision, to promote quality and ethical services.

No identifying details are exchanged in clinical supervision unless an emergency requires such as, death or incapacity.

Payment

Unless otherwise agreed by the counsellor, all payments are to be made on the same day of service. Fees are updated from time to time please check <https://www.relatehb.co.nz/contact-us-counselling-napier/> or clarify with the counsellor before beginning the service. However, fees will not increase during your period of service.

Non-attendance without notice, Late notice, Cancellations, and Rescheduling

With the exception of an emergency, a minimum of 24 hours notice is required for cancellations. Non-attendance without notice or less than 24 hrs notice may incur a late notice fee depending on the counsellors discretion (fees subject to change refer to <https://www.relatehb.co.nz/contact-us-counselling-napier/> for current fees.

Complaints or Concerns

Please let the counsellor know if you have any concerns or are unhappy with the service you are receiving. If we can do better, we certainly would want to know how. We know that not everything or everyone suits everybody, we won't be offended. You are permitted to ask for your counsellors' supervisor and contact details if you have any concerns.

However, if you have a serious complaint you can contact the NZ Association of Counsellors directly by emailing office@nzac.org.nz or calling (04) 471 0307.

If you do not agree with any part of these terms and conditions, you must advise us before commencing counselling services.

We look forward to being of service...!