

Resolve Counselling Limited

Counselling & Confidentiality Agreement Counselling:

Counselling provides a safe and confidential space for you to explore thoughts and feelings, behaviours and relationships that may be troubling you or causing difficulty in your life. It offers a source of support in times of crisis.

There are many times when we need someone to walk with us through difficult, challenging or confusing situations. However, counselling does require you to actively participate in this journey; as a counsellor I can support you, but I cannot do your work for you during these challenging times.

Counselling requires both parties to be mutually respectful in the engagement, and abusive or poor behaviour will not be acceptable. Clients need to arrive sober and in a timely fashion.

Benefits and risks of counselling:

Counselling can enable some deeper personal insights and help you find better ways of coping with problems. However, there is also potential for strong emotions, uncomfortable feelings and difficult memories to surface due to the nature of the conversations; to master these always requires honesty, and sometimes bravery also. It is my job to keep you safe in those moments.

It should also be mentioned that if you choose not to actively participate in counselling (and expect the counsellor to magically 'fix' everything), the struggles that brought you to counselling could potentially continue for the rest of your life.

Counselling sessions:

Counselling sessions are typically 50 minutes long, but you are free to leave before that if you want. We will review the work on the sixth session, giving us both a chance to assess how the relationship is working out. If you would like to stop counselling, it would be nice to be told and preferably have an ending session.

Rob McGregor e: rob@resolve-counselling.org p: 027 232 9192
Bex Escott e: bex@resolve-counselling.org p: 021 274 3600
Offices: 2a Green Street, Level 2, Newtown, Wellington (By appointment only)
Postal Address: P O Box 15-146, Miramar, Wellington 6243

Counselling fee:

The website advertises our fees unless previously negotiated otherwise. Unless payment is made in cash, an invoice will be emailed to you and should be paid within 7 working days of receipt.

Cancellation policy:

24-hour's notice is expected if you need to cancel a booked session. Otherwise, you will be charged for the full appointment.

Grievances:

If you have any complaint or concern regarding my conduct, it is preferred if you bring it to my attention first. If not resolved to your satisfaction, you may approach New Zealand Christian Counsellors Association (NZCCA) or Health and Disability Commission to have it addressed.

Confidentiality:

The counselling relationship is built on trust between counsellor and client; therefore, anything that is shared in session will remain confidential. There are some limits to this, which are:

1. If I believe you or another is at risk of imminent harm: where possible I would let you know and discuss it with you, and my supervisor, before taking appropriate action.
2. If a Court Order is received demanding records.
3. For the purposes of professional supervision and education.

I can ensure confidentiality in face-to-face communication but cannot ensure that electronic communication by telephone or internet will be confidential. Please be aware of this if you chose to communicate through e-mail, text, social media, Skype, Zoom or any similar format.

Records and notes from sessions are the property of Resolve Counselling Limited. Resolve may supply you a summary of those if requested.

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Confidentiality Agreement:

I .... consent to receiving counselling from Resolve Counselling limited. It has been explained to me that all personal information that I chose to disclose is confidential, will not be shared with any other person unless consented to, and will be kept in a secure location.

- My personal details will not be given to any other person or agency
- I understand it is important to be honest and open with myself and the counsellor
- I have the right to with-hold information, to push-back at the counsellor if I have not been heard properly, or to withdraw from the counselling process at any time.
- I understand that if I have a complaint that it is my responsibility within a fair and reasonable time to notify and/or lodge that complaint with the counsellor themselves, the New Zealand Christian Counsellors Association (NZCCA), or the Health and Disability Commission.
- I accept the above conditions for counselling sessions with Resolve Counselling.

Date: .....

Client full name: .....

Signature .....

Counsellor full name: .....

Signature .....

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