

## Counselling Information / Terms & Conditions

### Counselling Approach

- The counsellor will endeavour to help clients to understand themselves, assist in clarifying problems, goals and objectives and help clients identify possible solutions to problems.
- Services may include assessment, identifying therapy goals, a recommendation of ongoing counselling to address these goals or referral and homework if and when required.
- My Counselling Services does not promise or guarantee outcomes as a result of this process. Clients are fully responsible for the decisions they make concerning their relationships and behaviour.
- My Counselling Services can include spirituality as part of therapy upon request and consent. Any spiritual intervention will be conducive to the client's own worldview and practices.

### Confidentiality

- Information discussed will be treated confidentially. There are some matters that may not be kept secret in counselling. These include: information which clients give permission to disclose, matters that relate to possible serious harm to self or others, children at risk of abuse, matters that need to be disclosed to a court and matters to be discussed during counselling supervision.

### Record Keeping

- The counsellor may take notes during or after each session to help keep track of progress. These notes (physical or digital) will be stored in a private and secure manner and may be viewed by clients if they so wish. Client records will be kept by My Counselling Services for a period of seven (7) years from the date of client's last contact with My Counselling Services.

### Ending Counselling

- The client can choose at any time to discontinue accessing the services offered. Equally, My Counselling Services can cease to provide services, if for their own reasons, they choose not to offer or continue to offer counselling.

### Payments/Cancellations

- Payment in full is required upon booking to confirm session.
- Cancellations without 24 hours notice will incur the session fee.
- NDIS clients can arrange with plan manager for invoicing agreement.