

## **Informed Consent and Counselling Agreement**

Welcome to netCaradorf Consulting Services. As part of any relationship it is important for all parties to understand what is involved. We have therefore created this agreement which will help ensure we are all clear on what to expect, what rights we all have etc.

Please read this document carefully and if you have any questions at all please ask. If you need to consult someone else before signing this document please feel free to do so.

### ***Sessions***

#### **Email Counselling**

Sessions for email counselling are an ongoing process. In general, you will receive a response within 24 hours but be aware that weekends and public holidays may increase this time.

#### **Face to Face Counselling**

Your first session is normally 1 ½ hours in length.

Subsequent sessions are approximately 1 hour in length.

Sessions cancelled with more than 24 hours' notice attract no fee.

If you cancel with less than 24 hours' notice, then 50% of the normal fee is payable.

The number of sessions a client requires varies greatly. Your counsellor will make recommendations and you can discuss with them based on your needs.

#### **Telephone/Skype Counselling**

Sessions over the phone or skype are ongoing based on agreed day and time

### ***Payment for Services***

#### **Email, Phone & Skype Counselling**

Refer to website for details of paying for Email Counselling sessions.

#### **Face to Face Counselling**

Payment for your sessions will be at the completion of each session.

We only accept Cash or Cheque.

If you wish to pay by Credit Card, you can purchase hours in advance on our website [www.netCaradorfcs.com.au](http://www.netCaradorfcs.com.au)

Please ensure you are able to pay before coming to a session.

Payment for late cancellations and "no shows" will need to be within 7 days.

If you fail to pay as required Active Counselling reserves the right to charge you overdue fees, interest and any costs incurred in collecting the outstanding amount.

### ***Termination***

Counselling is a process managed and controlled by you. You can terminate the process at any point in time. If you have scheduled appointments, then you must cancel these as per the cancellation policy above.

If you have positive or negative feedback, we would appreciate hearing from you so we can ensure our service is as relevant as possible to our clients.

The counsellor likewise has the right to cancel the service provided at any time. This would be rare and normally would only occur as part of a referral process to a service more relevant to your needs. If you have purchased hours in advance the outstanding amounts will be refunded to you.

### ***Referrals***

Referrals are an important part of any counselling relationship. From time to time you and your counsellor may decide you need help from other professionals or it may be determined that your problems cannot be addressed within the current counselling relationship. Any referrals made will be made in full consultation with yourself and with full respect to your right to privacy.

### ***Client Responsibilities***

The counselling process is a relationship between client and counsellor. As part of this relationship you also have responsibilities.

In order for your sessions to be of value it is important that you keep the following in mind:

- Keep your counsellor informed of any relevant treatments you are receiving
- Be as honest as possible with your counsellor
- Respect your counsellor as a person and as someone who is assisting you
- Discuss with your counsellor any concerns you may have about counselling
- Commit to the sessions, actions etc. that you and your counsellor decide are required

### ***Confidentiality and Privacy***

Your counsellor is required to keep all your personal information private. It shall not be shared with anyone outside the organisation without your prior consent. We keep all our records in a secure location. There are however a number of exceptions to confidentiality; these include:

- When you provide written consent for your counsellor to disclose personal information
- When disclosure is required for the protection of a child
- When there is a legal requirement to disclose. For example, a court order
- To prevent a clear and imminent danger to yourself or others

Your records will be kept for a minimum of 5 years in a secure and safe location. Your records will then be destroyed in a manner that protects your privacy.

### ***Safety***

During counselling sessions, it is critical that both clients and counsellors feel safe from all types of abuse. If at any time, you or your counsellor do not feel safe you both have the right to interrupt or end the session as you see fit. In rare and extreme circumstances the police may be called.

The counselling room is designed to be an area where you and your counsellor feel safe. Without this feeling of safety the counselling process cannot be successful. It is everyone's right to feel safe during sessions and everyone's responsibility to ensure a safe environment.

If you have any concerns over safety, please talk to your counsellor as a matter of urgency.

### ***Intellectual Property***

Most of the materials used as part of the counselling process are copyright. You are therefore not allowed to use or reproduce any of the materials, documentation, processes, techniques etc. except for your own personal use.

Please sign below or send an email to [counselling@netCaradorfcs.com.au](mailto:counselling@netCaradorfcs.com.au) to indicate the following:

1. You have read and understood the contents of this document
2. That you agree to abide by the terms of this agreement
3. You understand that the counselling service provided is one of providing information and support, it is your free will to implement any of the changes, actions, decisions etc. that comes out of your counselling sessions. You therefore indemnify your counsellor and netCaradorf Consulting Services from all liability resulting from adverse situations created either directly or indirectly from the counselling process and any referrals that may be given

Client Name	Signature	Date