



Counsellor and \_\_\_\_\_

## Counsellor responsibilities

- To be available at the agreed time
- To start and end on time
- To offer a quiet, appropriate, and undisturbed space
- To maintain safe, professional boundaries
- To treat all contact and information as confidential unless there is reasonable concern for the safety of the client or others
- To encourage the client autonomy
- To work within the NZAC Ethics Framework 2002, and APA Counselling Framework 2012
- To review therapeutic work and relationship regularly with self and mentor
- In the unlikely event of the counsellor cancelling and appointment to take necessary steps to organise an alternative appointment date and time.

## Counsellor responsibilities

- To attend punctually
- To give a minimum of 48 hours' notice when cancelling/changing and appointment
- Pay for sessions prior to or on the day of the appointment
- Communicating with the counsellor outside agreed counselling sessions is limited to making, changing, or cancelling appointments unless prior arrangements have been made
- To discuss with the counsellor when you feel you are ready to end future sessions
- To let the counsellor, know if you are in counselling therapy with another therapist

## Complaints

If you feel you are not getting the service you need, I want to hear about your concerns so I can offer the best service possible. If you can please speak directly to me.

I am a member of the American Psychological Association and observe their [complaints](#) processes.

Signed Client:..... Date: .....

Signed Counsellor:..... Date: .....

## What the counselling offers

My modality observes the Paiheretia Māori Counselling model (Durie, 2003), and Te Whare Tapa Whā concepts (Manatu Hauora, 2017) with Jungian therapy techniques. Sessions are tailored to suit the client’s needs.

Māori and Counselling			
Broad approaches			
	Traditional Healing	Bicultural Models of Treatment	Māori-centred Approaches
Approach	Customary practices	Modification of conventional western methods, partnership	Māori concepts and values form basis of interventions
Examples	Rongoa, mirimiri, karakia	Bicultural therapy	Mauri therapy, Paiheretia
Type of Therapist	Tohunga	Psychologist. Māori community experts	Mauri therapists; relational therapists



Figure 1 Te Whare Tapa Whā, Manatu Hauora (2017)

## Online counselling

Online counselling is a way for you to engage in counselling using internet technology such as Zoom, email, online chat, or webcam video link. You direct your counselling by selecting the method of communication you feel most comfortable with. You chose the time, the place and the pace of your counselling to suit your needs.

Your counsellor will send you a Zoom link with each session being 50 minutes with 10 minutes to summarise. It is preferable that cameras are turned on so that it is as close to face-to-face as possible. Sessions will be recorded with the recording stored in Google Classroom for you.

## Benefits Online counselling

- Counselling therapy from your own home at a time that suits you
- Secure inscription software offers confidentiality and peace of mind
- No chance that you may be seen entering the counsellors practice
- Therapy at a time, place and pace that suits you
- Access to counselling may be more immediate

## Things to consider

- Are you comfortable using internet technology?
- Would you prefer to see your counsellor face to face?
- Do you feel your situation is too complex to discuss via the internet?
- Is there a computer terminal or iPhone that you can use privately without interruption?

## Face to face counselling

These are held at the counsellors residence/office and are suitable for sessions of two-three hours in length. This would be when more than one person is attending the counselling session and there is a specific outcome that needs an in-person setting to resolve.

## Confidentiality

There are boundaries and limits to confidentiality in certain cases.

Confidentiality may be broken if:

- You or others appear to be in danger or serious risk of being harmed
- The counsellor is required to do so by subpoena (Court order or instructions from a coroner)
- The client infers involvement in or knowledge of an act of terrorism or of money laundering

## Supervision and confidentiality

I monitor my own practice by attending mentor supervision for myself and am committed to my own self-development. There are times where aspects of our sessions will be taken to supervision to monitor my practice; at no time will your name or any identifiable information mentioned, and my mentor is also committed to our contracted confidentiality.

## Records of sessions

I keep notes relating to our sessions, and these are available to you on request being uploaded to Google Classrooms set-up specifically for you.

All client material is treated in complete confidence. Electronic records are stored in a password protected site only accessible by IANTeMo. Paper documentation is scanned and saved to the same site secured repository. Actual paper copies are then subjected to secured destruction.

# Services Agreement



## Appointments

The agreed appointment time(s) and method (online or face-to-face) are stated below:

Date	Time and duration	Method

## Personal Information Collection

This would have been provided to you on initial contact with our service. A copy is provided with this agreement.

## Contacting the counsellor

You may use this number to reach me 027 475 8098 or 07 824 3132, email [office@iantemo.com](mailto:office@iantemo.com).

## Fees

Online counselling sessions \$85.00 per hour excluding GST

Face-to-face sessions \$120.00 per hour excluding GST

## Non-attendance

Should you cancel with less than 48 hours' notice agreed or fail to attend an appointment the full fee may be payable for that session. This will be advised at the time the change is made and the relevant circumstances of that change.

How did you hear about my service? .....