



Phone: 0418 363 305

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COUNSELLING AGREEMENT

## COUNSELLING CONTRACT

### Counselling approach

I believe that my clients have the desire and the capacity to grow towards fulfilling their true potential, and that they are the experts on their own lives. Therefore, I will work with you to give you *methods* for understanding yourself more fully and to find your own inner resources and solutions. With greater self-awareness and trust in yourself, I hope that you will be able to make constructive changes, leading to a more satisfying and meaningful life.

### Confidentiality

Everything you share with me in the course of our work together will be treated as highly confidential. However, under Duty of Care provisions, there are a few circumstances in which I may be required to break confidentiality:

- If you reveal an intention to seriously harm yourself or someone else
- If your counselling records have been requested by a court of law
- If another party or agency has requested your information, and you have agreed and provided written (informed) consent to this

### Email/telephone contact

Texting will be limited to practical arrangements only. We can text each other about times, dates, and cancellations if you are my client or potential client. Counselling can be conducted by phone or online but not by text. Email counselling can be agreed by prior arrangement in special circumstances.

### Record keeping

I will take notes during or after each session to help me keep track of our progress together. These notes will be stored in a private and secure location and may be viewed by you if you so wish. Your counselling records will be kept by the service for a period of seven (7) years from the date of your last contact.

### Sessions

Our initial session will run for 50-60 minutes, after which we will review the counselling process and negotiate further sessions as appropriate. Normally we will meet on a weekly basis at a regular time.

### Payments/cancellations

Each session costs \$150. Payment can be made after each session ON RECEIPT OF INVOICE. 6-session Bundle payment of \$1100 as a single payment IN ADVANCE can be made to secure 8 forthcoming sessions. You will receive an invoice via Paypal (to your email address) and can make a bank transfer by EFT (Electronic Bank Transfer).

**EFT DETAILS: COMPASSIONATE COUNSELLING  
MELBOURNE  
BSB: 06 3543  
ACCOUNT: 10409109**

NOTE: Late cancellation fees are payable as follows:  
0-24 hours' notice – 50% of session fee payable.  
24-48 hours' notice – no cancellation fee.

### Health Fund Rebates

Details overleaf and on Invoice.

### Special Arrangements

If we have made a special fee arrangement (eg Dana, Clinicians), please use the EFT details above for your Dana payment, or this link for credit card payments: [paypal.me/nickipaul](https://paypal.me/nickipaul)

### Ending counselling

Normally, the end of counselling would be by mutual prior agreement. However, you have the right to end your counselling at any time. I would appreciate you letting me know if you decide not to return to counselling, giving at least 48 hours notice. If at any time I feel that our counselling is no longer appropriate for you, I will discuss this with you and may suggest discontinuation or a referral to a more appropriate service.

### Complaint Handling Procedures

I ask that if you have a complaint against me, that you first address this directly with me. You can ask someone to accompany you to a session if you need support. (Please inform me of this choice prior to arriving). This way, we can address your concerns promptly. You may prefer to email your complaint. If none of these have satisfied you, you can take your complaint to the Community Service Ombudsman.

### Mutual Agreement

- ✓ I understand that the use of technology is not always secure and that, while the counsellor will take every care to protect my confidentiality, she is not responsible for any unlawful interception of our communications.
- ✓ I understand that I am responsible for my own health and wellbeing during counselling sessions, and any subsequent decisions or choices I make after the session.
- ✓ I hereby waiver, release, acquit and discharge Nicki Paull from any claim for compensation or damages arising out of acts or omissions by me as a result of our consultation or communications.
- ✓ I understand that Nicki may discontinue counselling where contractual obligations have not been met or the 'fit' is not right.

## Health Fund Rebates

Grand United Health Funds (inc. NIB), Provider Number: **2121 3042**  
 Police Health Fund, Provider Number: **AC12251T**  
 Emergency Services Health Fund, Provider Number: **AC12251T**  
 Phoenix Health Fund, Provider Number: **AC12251T**  
 St Lukes Health Fund, Provider Number: **AC12251T**  
 GMHBA, Provider Number: **AC12251T**  
 CUA Health Fund, (telehealth only), Provider Number: **AC12251T**  
 Teachers Union Health Fund, Provider Number: **AC12251T**  
 Police Health Fund, Provider Number: **AC12251T**  
 Westfund, Provider Number: **AC12251T**

If you are faced with an emergency in between sessions, please contact the appropriate emergency service. In a life threatening situation, call 000 without delay.

## Emergency & Support Services

### Supported withdrawal from alcohol:

[ALCOHOLICS ANONYMOUS](#)

[www.aavictoria.org.au](http://www.aavictoria.org.au) (Richmond) 9429 1833 (Pahran) 9529 5948

[ALANON \(FOR FAMILIES AND PARTNERS OF ALCOHOLICS\)](#)

[www.al-anon.org.au](http://www.al-anon.org.au) (400 meetups across state)

### Gambling, drugs & other addictions:

<https://au.reachout.com>

[www.turningpoint.org.au](http://www.turningpoint.org.au)

### Crisis, depression or anxiety: 24 HOUR CRISIS LINES

[LIFELINE](#) : 13 11 14

[BEYOND BLUE](#): 1300 224 636

[KIDS HELPLINE](#) (5-25): 1800 55 1800

[HEADSPACE](#) (12-25): 1800 650 890

### Trauma and Suicide:

[SUICIDE LINE VICTORIA](#): 1300651251 (free trauma counselling)

### Domestic violence:

[1800 RESPECT](#): [www.1800respect.org.au](http://www.1800respect.org.au) 1800 737 732. Have an app called 'Daisy' with resources & privacy protection

[ORANGE DOOR](#): GOOGLE to find your nearest office

[WIRE](#) : 1300 134 130

[DV VICTORIA](#) : [dvvic.org.au](http://dvvic.org.au) (lots of information online) 9921 0828

[SAFE STEPS FAMILY VIOLENCE RESPONSE CENTRE \(REFUGES\)](#): 24-hour support 1800 015 188 [www.safesteps.org.au](http://www.safesteps.org.au)

[THE LOOKOUT \(FIND A FAMILY VIOLENCE SERVICE\)](#): [www.thelookout.org.au](http://www.thelookout.org.au)

**Homelessness – Affordable Housing**

24 HOUR HOMELESSNESS SERVICE 1800 825 955

**Miscarriage, Stillbirth, Newborn Death:**

SANDS: [www.sands.org.au](http://www.sands.org.au)

**Elder Abuse:**

SENIORS RIGHTS VICTORIA: 1300 368 821

**Dowry Abuse & Multicultural Abuse Issues:**

INTOUCH MULTICULTURAL (MIGRANT & REFUGEE WOMEN): [intouch.org.au](http://intouch.org.au) 9413 6500

ELIZABETH HOFFMAN HOUSE (ABORIGINAL WOMEN): [www.ehhaws.org.au](http://www.ehhaws.org.au) 9842 5744 0407 937 202

VICTORIA LEGAL AID HELPLINE, 1300 792 387

REFUGEE LEGAL, (03) 9413 0100

**Sexual Assault:**

CRISIS LINE: 1800 806 292

**LGBTQI Specialist Organisation:**

<https://lgbtihealth.org.au>

W/RESPECT (SPECIALIST LGBTQI) FOR SEXUAL ASSAULT 1800 542 847