

**Mangrove House provides counselling for people needing support. In order to ensure this support is appropriate and adequate, the following guidelines apply:**

1. Counselling sessions are offered by appointment only.
2. Session times run for 60 minutes unless otherwise agreed.
3. Please contact your counsellor via phone or email. If the counsellor does not answer the phone, she will return your call at the next available opportunity. Please check individual working hours with your counsellor.
4. Your counsellor will make every effort to schedule a regular appointment time with you, whether weekly or fortnightly. A minimum of 24 hours notice for cancellations is required. Failure to attend appointments without notice will result in a charge of the full (100%) session fee as session times cannot be filled by another client within this period.
5. If you do not attend appointments and fail to give notice for two (2) sessions, this counselling agreement, and further sessions, will be terminated. We will, of course, take into account emergency or exceptional circumstances.
6. The content of counselling sessions remains confidential, except in circumstances where the counsellor is legally obligated to disclose information about you. This may occur under the following circumstances:
  - Where there is a risk to your safety or that of others;
  - Failure to disclose the information would place either you or another person at risk of harm;
  - The counsellor's session notes or the counsellor is subpoenaed by a court of law;
  - Where you give written consent for us to disclose information about you;
  - For the purpose of clinical supervision;
  - Where you disclose information about child abuse concerning a child in your care;
  - Where there is an admission of criminal activity or planned criminal activity.
7. Mangrove House is not a crisis counselling service. In an emergency, call 000. If you are in crisis and you cannot contact your counsellor, call the Mental Health Line 1800 011 511. If you cannot reach anyone at that service, call:
  - Lifeline 13 11 14
  - Kids Helpline 1800 55 1800
  - Suicide Call Back Service 1300 659 467
  - Beyond Blue 1300 22 46 36
  - 1800Respect 1800 737 732
8. Your counsellor cannot work with you if you arrive for a session under the influence of alcohol or drugs (this does not include prescription medication). If this occurs, you will still be charged the full session fee.
9. You can ask for an interpreter to be arranged to assist with counselling sessions, as needed.
10. You can make a complaint or suggestion at any time. If you wish to submit a complaint; you can choose to do so by writing to: The Director, via [info@mangrovehouse.com.au](mailto:info@mangrovehouse.com.au) and/or our accrediting body, PACFA, via [ethics@pacfa.org.au](mailto:ethics@pacfa.org.au). Suggestions are always welcome and can be made directly to your counsellor.

or knowledge if we are unable to contact you to discuss the disclosure, or if obtaining consent would increase any risk of harm.

**We have discussed and agree to adhere to the above Counselling Agreement on this**

\_\_\_\_\_ day of \_\_\_\_\_  
(Day) (Month) (Year)

Client Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Counsellor Name: \_\_\_\_\_

Signed: \_\_\_\_\_

In most circumstances your counsellor will discuss such a disclosure with you prior to providing any information to a third party. However, we may choose to disclose information relating to the above to third parties without your prior consent

*Please feel free to discuss this counselling agreement with us at any time, should you have any questions or concerns.*