

Mangrove House values transparency and clear communication. Below is a practical guide to our policies, procedures and answers to some common questions.

A

Access – At this stage, there is no wheelchair access. Therapy rooms are situated on the first floor accessed by stairs. Please follow instructions for coded entry provided to you by your counsellor. There is a waiting room for your convenience.

Appointments – Your counsellor will make every effort to schedule a regular appointment time with you, whether weekly or fortnightly. Please let us know if you want to discuss another recurring appointment time.

B

Bookings – Can be made directly with the counsellor or by choosing using our instant online booking system, or via email or phone.

C

Cancellations – If you need to cancel your appointment, please call or email your counsellor. Please provide as much notice as possible if you need to cancel. If you cancel within 24 hours of the scheduled time, you will be charged 100% of the regular session fee. Charges for cancelled sessions cannot be carried over or used as credit towards future bookings. This applies to face-to-face, online video and telephone appointments. We will, of course, consider emergency or exceptional circumstances (eg. Covid-19). Credit card details are taken when you make your first appointment. This card will only be charged in the case you do not show up for your appointment or you cancel within the charge period explained above.

Client Information – We require all clients to complete the 'Client Intake' form prior to their first appointment. If you are unsure of how to answer any questions or wish to discuss any of the information required, we can go over it together in your first session.

Complaints – If you wish to make a complaint, please speak to your counsellor in the first instance. If this is not possible or causes you discomfort, you can write to The Director via info@mangrovehouse.com.au. You can also write to PACFA directly via ethics@pacfa.org.au.

Counselling Agreement – We require all clients to read and sign our Counselling Agreement. We are available to answer any questions you may have or address concerns. The agreement will be in place between you and your counsellor regardless of how many sessions you attend at Mangrove House.

Counsellors – Our counsellors' profiles are available on the website. You are welcome to contact our counsellors directly to discuss your needs and goals in order to determine who would be better suited to work with you.

Covid-19 – Our rooms are large enough to adhere to current government guidelines regarding numbers of people allowed in any space. We provide hand sanitiser and ensure social distancing in our rooms. The wearing of masks and use of check-in codes are in line with the government advice of the day. Please discuss any health-related concerns with your counsellor before attending any in-person session.

E

Emergencies – Mangrove House is not a crisis counselling service. In an emergency call 000. Other useful contact numbers are listed in our Counselling Agreement.

Ethical practice – Our counsellors are registered members of the Psychotherapy And Counselling Federation of Australia (PACFA) and adhere to their ethical practices and standards. For more information, click the link on our website or visit <https://www.pacfa.org.au/practitioner-resources/ethical-standards/>

F

Face-to-face – In-person sessions are currently available at our Annandale location. Please book online or contact the individual counsellor for their availability.

Fee – Our fee for standard consultations is \$132 including GST. Mangrove House reserve the right to change this fee at any time. In the case of an increase, we will give you three (3) weeks' notice. If you are facing financial difficulty, please talk to us.

H

Helpful resources – Visit <https://www.pacfa.org.au/community-resources/useful-resources/>

I

Informed consent – Is an important part of the counselling agreement between you and your counsellor. We will discuss informed consent with you in the first session, as well as revisiting it from time to time during our work together.

L

Leave – From time to time your counsellor will take leave. In this instance, she will give you as much notice as possible regarding the first date of leave and her return to work. During this time, she will also leave you details of who to contact if you need urgent support.

Locations – Our room is located on the first floor in Suite 3 of the Saddlery at 103A Johnston Street, Annandale, NSW 2038. Enter via the stairs to the right of the Village Hub entry.

N

No shows – You will be charged the full session fee if you fail to attend an appointment without sufficient notice (minimum 24 hours). Please see 'Cancellations.' We will, of course, take into account any emergency or exceptional circumstances.

Notes – Your counsellor will keep notes of every session. If you wish to see your file or want copies of the notes, please apply in writing to info@mangrovehouse.com.au.

Number of sessions – We will agree this together depending on your needs and goals. We will also review this on an ongoing basis.

O

Online video appointments – No additional software is required if you wish to make an online appointment. Your counsellor will send you a clickable link before your scheduled appointment. Please ensure that you are in a quiet and private room, where family members or housemates cannot hear you. Your counsellor will wait for ten

(10) minutes after the scheduled appointment time for your arrival. If you are experiencing technical difficulties, please call your counsellor immediately.

P

Payments – Can be made online at time of booking or via EFTPOS or cash at the end of your session. You will be provided with a tax receipt via email.

Privacy – Your privacy is of the utmost importance to us. Personal and sensitive information is collected by Mangrove House using Cliniko, a software application designed to securely manage client records. Cliniko is bound by the Information Privacy Act 2000. No one outside of Mangrove House will have access to your case file and notes which are electronically stored and password protected. Recording of sessions is not permitted. Please see our full privacy policy and terms and conditions information at <https://www.mangrovehouse.com.au/privacy-policy/>.

S

Session duration – Is 60 minutes (1 hour). If you wish for a longer session, please let us know.

Social media – We occasionally post articles and other items that may be of interest on our Facebook page. It is not a requirement for you to follow us. If you do decide to follow us, we will not follow you back or "friend" you. Our Facebook page is for professional and community resources and not a tool to pry into our clients' private lives.

T

Telephone appointments – Your counsellor will call you at the scheduled time for the appointment. Please ensure that you are in a quiet and private room, where family members or housemates cannot hear you. If you do not answer, she will leave a voicemail or text message and try you again ten (10) minutes after the start time. If you do not answer, the appointment will be charged as a 'No show.' We will, of course, take into account emergency or exceptional circumstances.

Have another question?

Please call us on (02) 9188 7723 or email info@mangrovehouse.com.au.