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Welcome to Home and Family: How We Work

The Counsellors:

Our core staff all fully trained counsellors with a large range of experience and are affiliated to relevant professional bodies.

Home and Family support Student Counsellors in their practicum requirements. You would be advised if available time slots are with a student counsellor. These counsellors receive extensive internal and external clinical supervision to ensure the best counselling practice and outcome.

Appointments:

An initial appointment and thereafter appointments will be made and confirmed with you by Reception. If you wish to receive a text reminder, this will be set up to send on the day before your appointment. If you would like a regular text reminder please let reception know, so we can make a note to ensure they are sent. However, please remember that keeping the appointment is **your** responsibility. Please text 021 101 1438 to cancel appointments, 24 hrs notice is required.

Cancellations/No Shows:

The appointment we make with you, we hold especially for you. Counselling is likely to have the most positive outcome with regular attendance. We require 24 hours’ notice of a cancellation or rescheduling to avoid paying for the session.

If two appointments are missed without notice this may require your file to be closed. You can re-refer if there is an ongoing need.

Costs:

We are a charitable trust and aim to provide an affordable counselling service. We can subsidise up to 20 sessions for children and youth, and up to 15 for adults. The amount you will pay will be confirmed at the time of booking your first session.

The subsidy we provide per session applies to clients whose household income is less than \$80,000 (annual gross household income). The following sliding scale indicates fees that apply:

Gross annual household income	Session Fee
Less than \$20,000	\$20.00
\$20 – \$25,000.00	\$25.00
\$25 – \$30,000.00	\$30.00
\$30 – \$35,000.00	\$35.00
\$35 – \$40,000.00	\$40.00
\$40 – \$50,000.00	\$50.00
\$50 – \$60,000.00	\$65.00
\$60 – \$70,000.00	\$80.00

\$70 - \$80,000.00	\$100.00
Over \$80,000.00	\$135.00

Please pay prior to your session. You can pay either by cash or eftpos. We do not take credit cards. We also accept payment by Internet Banking. **Our bank account is 02 0865 0089577 000.** Please use your name or child's name as the reference.

Administration Paperwork

We have both a registration form and Entry Questionnaire that needs to be completed prior to your first session. Please allow an extra 15 minutes prior to your session to complete these forms. Please allow the same amount of time prior to your final session to complete the Completion Questionnaire.

Invitation:

If you would like to keep up with Home and Family's activities please visit us on Facebook or on our website at www.homeandfamily.net.nz.

Confidentiality:

Confidentiality is guaranteed in accordance with the New Zealand Association of Counsellors Code of Ethics, as long as there is no danger to you or to someone else. In the event of situations of risk, your counsellor will endeavour to work collaboratively with you in the first instance and talk about options. Some parts of the work together may be discussed at clinical supervision and will not include identifying information.

Statutory approving agencies will, at times, view some client records to ascertain whether Home and Family are maintaining adequate accountability records. We use an electronic database where all notes are kept secure. All client's paper notes are kept in a locked filing cabinet.

Complaints:

Any complaints about the service or treatment you have experienced can be discussed directly with your counsellor or by making contact with our Executive Director, Val Carter phone: 03 944 0635. We value feedback of all kinds as a means of maintaining our high quality services.

