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## **Counselling Services Information**

**Yeou-Ling Wen**

Psychotherapist-Counsellor

Master of Counselling, ACA Reg. 22731 PACFA Reg. 30422

As part of providing a psychotherapy-counselling service, it is important to collect and record personal information that is relevant to your current situation. This information will be a necessary part of the assessment and counselling that is conducted. Any such information, along with correspondence to myself, will be kept in a file as original or photocopy and stored securely in a locked filing cabinet if printed in hard copy. Voices of Hope Psychotherapy and Counselling Services will collect and record your personal information for the purposes of contacting you only, no clinical notes or correspondence will be accessed by others without your prior written consent.

### **Confidentiality**

All information collected will remain confidential except when:

- It is subpoenaed by a court; or
- You are at risk of harming yourself or others; or
- Failure to disclose would place you or another person at risk
- Suicidal ideation or attempts

As a psychotherapist-counsellor I attend formal clinical supervision and your case may be discussed with my supervisors Clinical and Managerial. Your name is not used, but some of your background details may be shared with the supervisor to ensure the best possible care for you.

## **Fees**

Consultations are either 60 minutes for individuals at \$165 or 90-minutes extended sessions at \$225. Couples and families are \$225 for 60 minutes or 90 minutes (extended couples' sessions) are \$300. Prepare/Enrich course is \$300 for pre-assessment session and \$250 for feedback session at 60 minutes each. Additional travel fees (pro rate to individual hourly rate) may apply for face-to-face or walk and talk counselling sessions out of the Hills District.

## **Appointments**

Attending your scheduled appointment is your responsibility. If you need to cancel your appointment, please notify as far in advance as possible. We require a minimum of 48 hours' notice of a cancellation of your scheduled appointment via phone (0412 034 516) or email (info@voicesofhope.com.au). If you fail to notify Voices of Hope Psychotherapy-Counselling Services of cancellation or rescheduling of your scheduled appointment or are a "no show" to the scheduled appointment a cancellation fee applies.

If you are unable to attend your scheduled appointment, we kindly ask for 2 business days' prior notice for cancellation or rescheduling of appointments. Any appointments cancelled or rescheduled outside of this timeframe will be required to pay the full fee, regardless of the reason.

## **How Counselling Operates**

Psychotherapy-counselling is a mutual, collaborative process. You and your therapist will work together to develop goals on which you want to work on. I cannot change you but I act as a facilitator for change. You are responsible for making the effort to work on the problems or issues that concern you. I am committed to help you in this process. When you are working with a therapist, it is important to honour the commitment you have made to meet your therapist, and to take an active role. For example, it is helpful if you:

1. Spend time between sessions reflecting on what you and your counsellor have been discussing
2. Follow through on any actions you agreed to take
3. Take the initiative to bring up issues or topics to talk about with your counsellor.

Treatment works best when you and your therapist develop a good working relationship, based on mutual trust, honesty and respect. If you are experiencing any problems or difficulties relating to me, I encourage you to discuss these with me and we will attempt to reach some resolution. Sometimes you and your therapist may decide that it is best for you to meet with another therapist.

Voices of Hope do not hold liability for self-harm, it is not an emergency service or a crisis support helpline. Should you feel that your life is in danger or at risk please contact 000 and/or seek help from Lifeline 13 11 14, Beyond Blue 1300 224 636 and other crisis support network.

## **Counselling Outcomes**

No one can guarantee that counselling will produce certain results. There are some risks associated with counselling. For example, you may discover things about yourself that are uncomfortable; sometime relationships change as a result of counselling. If you are discussing a traumatic event with your counsellor, sometimes the feelings may get more intense. Voices of Hope Psychotherapy-Counselling Services can assure you that we will use our professional skills to the best of our ability to address your concerns and help manage possible risks.



## Client Details Form

**STRICLY CONFIDENTIAL**

Date of Intake: \_\_\_\_\_

Name:		DOB:
Address:		
Phone:	Email:	
Occupation:	Marital Status:	
Reason for Counselling:		
Current Medications:		
History of Counselling: Yes / No	Reason for Previous Psychological Treatment:	

Emergency Contact:		
Name:	Mob:	Email:
Relationship with Emergency Contact:		

Client Agreement:  I have read the attached documents and agree to the conditions in order to receive counselling from Voices of Hope Counselling Services.  Signature:
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