

# Client Information & Informed Consent Agreement

***Please print out and sign the agreement and bring with you to your first session.***

The following information is provided to ensure that all aspects of your professional engagement with Harley Conyer are explained in an open and transparent manner:

## **Scheduled Appointments**

- All services are by appointment. Appointments are usually 60 minutes, with 90, 120, 150 & 180 minute appointments recommended from time to time.
- Sessions are conducted either face-to-face, by phone or via Skype.
- Clients are usually offered the choice of weekly or fortnightly sessions. From time to time more or less regular sessions may be considered and agreed to by both parties.
- Depending on the nature of the issues you want to work with it is important that as your counsellor and/or coach, I have a structure by which to work with you in an effective and safe way. Some issues will require greater regularity of sessions than others. We can discuss a mutually beneficial framework at the start of our work together.

## **Changes to Appointments**

- It is important to maintain momentum in the counselling and/or coaching process through regular sessions.
- A full business day's notice is required for cancellations or changes to session times, otherwise the full cost of the session is payable. For example, a 3pm appointment on a Monday needs to be cancelled before 3pm on the preceding Friday in order to avoid cancellation fees. Public holidays do not count as business days.
- If you arrive late for a session, the session time will be reduced to ensure that the session concludes at the agreed time. This is to ensure that other clients are not delayed as a result.
- Please contact me on my mobile by text or phone if you are unable to make a session, or to let me know that you are running late. If you don't arrive for a session within 15 minutes of the agreed starting time, I may conclude that you are not going to be attending and may leave the office. In this event the full cost of the session will be payable.
- If I need to change or cancel an appointment, I will give you as much notice as possible.

## **Fees**

- Fees for individual consultations are currently \$190 per hour. Longer sessions are pro-rated, for example a 90 minute session costs \$270.
- Fees for couple and family/group consultations are currently \$240 per hour. Longer sessions are pro-rated.
- Fees for producing reports or providing information about you or your sessions for yourself, other practitioners, hearings, statutory or judicial organisations, or for any other reason, are charged at \$250 per hour, charged in 15 minute increments. You are responsible for covering these fees.
- Fees for group/family sessions are available on request.
- Fees may be paid by cash, cheque (made out to 'Harley Conyer'), credit card (Visa or MasterCard) or direct deposit into my bank account.
- Credit card payments incur an additional charge of \$4 per session to cover the additional costs
- Fees are due at the end of each session if paying by cash, cheque or credit card.

- If paying by direct deposit, fees are due in advance of the session. Details for direct deposit are: St George Bank Account Name: Harley Conyer, BSB 112879 Account Number 485618043.
- The session time includes all aspects of the session, including the time taken to make further appointments, collect payment, etc.
- Fees are reviewed annually. The fees above have been reviewed effective 1<sup>st</sup> January 2016. If there is a variation to fees I will provide you with at least 4 weeks' notice of the new fees.

**Confidentiality**

- Confidentiality is provided for all coaching and counselling sessions. This means that your personal information and anything that you disclose to me, or that we discuss, will not be disclosed to a third party without your consent, with the following exceptions:
  1. In the event that you advise that you are going to (or I reasonably believe that you are likely to) harm yourself or someone else, I am obligated by law to report that information to the relevant authorities.
  2. I will disclose information about you and your sessions if I am required to by law.
  3. As part of my professional development I may discuss your situation and your sessions with my professional Supervisor. In this case I will do everything possible to maintain confidentiality about your identity.
  4. In the event that you have an outstanding account, I may need to reveal some of your personal details to a 3<sup>rd</sup> party for the purposes of attempting to collect any outstanding payments.

**Ending the Counselling Relationship/Process**

- Ending the counselling and/or coaching relationship is an important and distinct phase of the process. This closure best occurs when the client has achieved his or her initially stated and agreed intentions and or goals. Given that this is a process, 3-4 weeks' notice is recommended to conclude this process, with at least one final session required after you have provided notice of your intention to end your counselling and/or coaching sessions.
- If at any point during our work together you are considering ending the engagement, I strongly recommend that you discuss your thoughts and concerns with me at your next session. My experience suggests that wanting to terminate a counselling and/or coaching engagement can, at times, be due to the client approaching an imminent 'breakthrough' or 'shift' in their ongoing process towards achieving their objectives.

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

Address: \_\_\_\_\_  
 \_\_\_\_\_

Phone: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

I fully understand and agree with the information provided above

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Harley Conyer**  
 The Transformation Space. 101/54 Alexander Street, Crows Nest NSW 2065  
 Phone: 0411 411 103