



Kia Ora / Welcome

This confirms your counselling appointment and provides you with some general information about Raise.

Counselling

The counselling process is based on the belief that clients can find their own answers to their issues. The role of the counsellor is to help you identify the issues, set goals and facilitate a way forward. You, as the client, set the 'agenda' for what you require from counselling session. This helps the counsellor to understand what your expectations are for the sessions. Each counselling session usually lasts 50 – 60 minutes.

Client Rights

When you come to us you can expect to:

- be listened to
- be supported to make your own decisions
- be treated with respect
- be physically safe
- have the right to stop or leave a session at any time
- change counsellors at any time
- know that your information is confidential, except when there is a risk of serious harm to self, others or property.

Payment

An agreed number of counselling sessions may be funded by your employer or healthcare provider. If further sessions were required, this is discussed with your employer or relevant approver. *All personal information is kept confidential.*

If you are paying for the sessions privately, payment is expected on or before the 20th of the month following each counselling session.

Cancellation

Should you need to cancel or postpone your appointment, a minimum of 24 hours' notice is required. Appointments cancelled or postponed with less than 24 hours' notice may result in the missed appointment being included as one of your allocated counselling sessions.

Quality Assurance

When you come to Raise you can be assured of receiving a professional quality service. Our counselling staff are required to take part in a range of processes to assure practice quality and standards, including supervision and ongoing training and development. As part of our quality assurance policy, we ask clients to complete a client evaluation form at the conclusion of their counselling sessions.

Raise is committed to ensuring you receive the best service possible. If during the course of your counselling you are unhappy with any aspect of that service, please contact the Raise team, on 0800 SELF HELP (0800 735 343) so we can ensure your experience is at our expected level.

We look forward to working with you.

The Team at Raise