Central Coast Counselling and Therapy

MY SUPPORT AGREEMENT

This is an agreement between you and us.

An agreement means we both promise to do certain things.

Please read this carefully.

You can ask someone to help you understand it.

WHO WE ARE

We are Central Coast Counselling and Therapy.

We are counsellors. We help people with their mental health and wellbeing.

Our counsellors are called Nick and Jason.

We work in Terrigal and Toukley.

We can also meet with you over the phone or on Zoom.

WHO YOU ARE

This agreement is for you - the person getting support from us.

What is your name? _____

What is your NDIS number? _____

WHAT WE WILL DO FOR YOU

We will meet with you for counselling sessions.

A counselling session is when you talk with one of our counsellors about things that are hard for you.

We can help you with things like:

- feeling anxious or worried
- feeling sad or depressed
- recovering from addiction
- dealing with trauma or difficult past experiences
- managing stress and emotions
- building confidence and life skills

WE WILL MEET WITH YOU:

- in-person at our Terrigal clinic
- in-person at our Toukley clinic
- over the phone
- on Zoom

We will agree with you on which options works best for you.

HOW LONG ARE SESSIONS?

Each session lasts about 45 minutes.

HOW OFTEN WILL WE MEET?

We will agree with you on how often to meet.

It might be every week, every two weeks, or once a month.

We will talk about what works best for you.

HOW MUCH DOES IT COST?

Each session costs $139 but this money comes from your NDIS plan.

It comes from the part of your plan called **Capacity Building - Improved Daily Living.**

YOU DO NOT PAY THIS MONEY YOURSELF if your plan covers it.

If you have a plan manager, we will send the invoice to them and they will pay it.

If you manage your own NDIS money, you can book yourself on our website. We can show you and help you with it if you need us to.

WHAT HAPPENED IF YOU CANCEL?

Sometimes you might need to cancel an appointment. That is OK.

Please tell us as early as possible.

We need at least 2 business days' notice to cancel without a charge.

If something urgent happens, talk to us. We will try to be flexible.

WHAT WE PROMISE YOU

We promise to:

- treat you with kindness and respect
- listen to you without judgement
- keep what you tell us private and confidential
- be on time for your appointments
- give you plenty of notice if we need to cancel
- send you clear invoices
- help you if you have a concern or complaint

WHAT WE ASK OF YOU

We ask you to:

- come to your appointment on time
- give us at least 2 business days' notice if you need to cancel
- treat our counsellors with respect
- tell us if anything changes with your NDIS plan
- tell us if you want to stop seeing us

YOUR PRIVACY

What you tell us stays private.

We will not share your information with anyone else without asking you first.

The only times we will are:

1. If we are required to by law
2. If we are worried about your safety or someone else's safety

You can ask to see the information we hold about you at any time.

YOUR RIGHTS

You have the right to:

- choose who supports you
- change your mind and stop seeing us at any time
- be treated with dignity and respect
- make your own decisions about your support
- bring a support person to any appointments or meetings
- make a complaint if you are unhappy - without anything bad happening to you

HOW LONG THIS AGREEMENT LASTS

This agreement starts when you sign it.

It lasts until your NDIS plan ends or until one of us decides to end it.

If you want to stop, just let us know in writing. We ask for 2 weeks' notice if possible.

IF YOU ARE NOT HAPPY

If something is wrong, please tell us.

Step 1: Call or email us. We will try to fix it quickly.

Step 2: If you are still not happy, write to us. We will truly within 5 business days.

Step 3: If you are still not happy, you can contact:

NDIS Quality and Safeguards Commission
1800 035 544
www.ndiscommission.gov.au

Disability Advocacy NSW
1800 424 065

SIGNING THIS AGREEMENT

When you sign below, it means you agree to everything in this document.

You can ask someone to help you before you sign.

You do not have to sign if you do not understand something. Please ask us first.

Fill in the spaces and sign on the next page.

YOUR SIGNATURE

Your Name: _____

Your Signature: _____

Date: _____

Signed by:
(if signing for someone else) _____

Relationship: _____

OUR SIGNATURE

Our Name: _____

Our Signature: _____

Date: _____

Central Coast Counselling and Therapy | ABN 71 442 106 686 | Email: admin@centralcoastcounselling.com.au

Terrigal NSW | Toukley NSW | Phone & Zoom