



A New Chapter LLP

Counselling Policy

11 July 2024

Confidentiality

All information disclosed during sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without the client's written permission, except where disclosure is required by law.

Disclosure Required by Law

Disclosure is required by law under the following circumstances:

- Reasonable suspicion of child, dependent, or elder abuse or neglect.
- When a client presents a danger to themselves, others, or property.
- When a client is gravely disabled.

Disclosure May Be Required

- **Abuse of Children and Vulnerable Adults:** If a client states or suggests that they are abusing or have recently abused a child or vulnerable adult, or if a child or vulnerable adult is in danger of abuse, the counsellor is required to report this information to the appropriate social service and/or legal authorities.
- **Prenatal Exposure to Controlled Substances:** Counsellors are required to report admitted prenatal exposure to controlled substances that are potentially harmful.
- **Court Reports and Legal Issues:** If a client informs the counsellor of illegal activities (e.g., theft, break-ins, property damage, physical assault), this information must be reported to the relevant authorities. Additionally, any written request from a legal body will necessitate the release of the information.

Recording of Sessions

Videotaping and/or audio recording of sessions are prohibited unless prior consent is obtained from both the counsellor and the client.

Progress Reports

Except where required by law, the A New Chapter does not provide progress reports.

Responsibility for Actions

All inputs given during counselling sessions are for the client's consideration. The client is responsible for making decisions and acting on them to address their issues. Implementation decisions will be made personally by the client, and no one else will be held responsible for these decisions.

Payment and Refund Policy

Payment for the counselling session must be made either in full before the session or with at least 50% paid before the session and the remaining 50% on the day of the session. Clients will not be allowed to start the session if payment has not been made. All bookings are strictly non-refundable. However, you may reschedule your booking if you do so at least 48 hours in advance.

Cancellation Policy

If you are unable to attend a confirmed counselling appointment, please inform A New Chapter and the counsellor at least 48 hours in advance by email and phone. A full fee will be charged for missed appointments or cancellations made after the 48-hour timeframe. This policy is standard practice in the counselling industry.