



# Grace Counselling Centre

## INTERNET COUNSELLING AGREEMENT

TO BE READ AND AGREED UPON BEFORE COUNSELLING BEGINS

The following document is intended to confirm a professional Internet-Counselling relationship between the two parties indicated below. This contract is subject to re-negotiation at any stage of the working relationship by the agreement of both parties.

### INTERNET COUNSELLING AGREEMENT BETWEEN

Grace Counselling Centre(GCC) and The Client

#### **I. Confidentiality**

- A. Everything that is discussed will be kept in strict confidence.
- B. No digital recordings will be made without your knowledge and permission.
- C. If you (The Client) are being treated by your doctor for emotional difficulties, it is important that you inform him or her about me, and vice-versa.
- D. The Counsellor of GCC will not confer with your doctor without your knowledge and permission.
- E. If there is convincing evidence that you intend to harm yourself or others, the counsellor will need to break confidentiality by informing your emergency contacts or your doctor and other relevant authorities; again, this would only take place with your prior knowledge.
- F. Notes and records about you will be securely stored.
- G. All electronic correspondence will be securely stored.
- H. Should your case be brought up during counselling supervision and case presentations (to relevant and authorized members of Grace Counselling Centre), no form of factual identification will be revealed.
- I. In the event that your case shall be used for counselling research and publication, your permission will be requested to use unidentifiable information of our work together. You are under no obligation or duress to agree to such a request and your refusal will be accepted without further comment. All such request will be put to writing.

#### **II. Sessions, Attendance, Cancellations and Holidays**

- A. Counselling will be facilitated through an application agreed upon by both parties. It is recommended that the sessions be facilitated through the following free applications: Skype, Zoom, FaceTime, or Whatsapp video calls.
- B. Each session should be scheduled before hand and should be confirmed by Grace Counselling Centre to the client.
- C. Each session will last for one-hour, as scheduled.
- D. There will be no time extensions in internet counselling.
- E. The whole session time belongs to you, whether you choose to attend or not, and the counsellor will be present for the entire time of the session.
- F. If you arrive part way through your allotted time, the counsellor will see you for the remainder of the time.
- G. A no-show for a paid appointment will incur the full fee.

- H. Cancellation/Postponement of a confirmed session 24-hours before the appointment will not incur any fees. The client can then reschedule their session on another time slot.
- I. There may also be occasions when the counsellor cannot attend your session because of illness or other pressing reasons. GCC will try to give you as much notice as possible of any cancellation and will offer an alternative time or counsellor.
- J. For cancellations and alterations please leave a message at admin@gracecounsellors.com.
- K. In cases of emergencies, you are advised to call the relevant authorities in your vicinity.

### **III. Fees for Online Counselling**

- A. \$130 SGD per session (60-minutes) for sessions conducted by our counsellors and therapists, which should be settled before the confirmation of the counselling session.
- B. \$180 SGD per session (60-minutes) for sessions conducted by our counselling psychologist (Kirby Chua).

### **IV. Duration of Counselling Relationship**

- A. The length of the relationship will be agreed on between the counsellor and the client. The counsellor will work together with the client for a few weeks and then review things. It is important for you to know that it is the Client who has the deciding say on whether to continue the sessions or not.
- B. It is hoped and intended that our therapeutic relationship will have helped to overcome the presenting problems/difficulties sufficient to enable you to develop a greater purpose and autonomy in your life without the support and continuation of further counselling. Of course, this is something that whilst remaining an objective of our work cannot be predicted, as each individual client brings into the therapeutic work a myriad of unique personal and environmental variables.
- C. Often the presenting problem or the reason for seeking counselling can act as a facilitator of other unknown or hidden emotional material that then emerges in to consciousness as a result of the initial sessions. If so, further work can begin to help resolve the difficulties should you choose to do so.
- D. Sometimes you may feel that the counselling sessions are not helping you. In these circumstances, the Client is not obliged to continue with the counselling relationship.
- E. A counselling client who has not kept in contact with GCC for a minimum of 3-months and has not responded to any GCC messages will lead to an automatic termination of the counselling relationship.

### **V. Commitment**

- A. At times counselling can be very demanding, frustrating, and even threatening; there can be a real reluctance to attend and continue. We would ask you to make a firm commitment to attending regularly and keeping absences at a minimum. Too many gaps and delays will slow down the progress of the counselling work.

Agreement to this form is found in the completed Internet Counselling registration form.