

Counselling information

Welcome to PGF Services. For some people, coming to counselling is a big step. Our services are free, professional and confidential. We are funded by the Ministry of Health to work with all people who are affected by gambling harm, this includes whānau or friends affected by another person's gambling as well.

Your wellbeing is important to us

Every person, and every journey, is different. It is our hope that you feel respected, safe and comfortable with us every step of the way. Our approach in counselling sessions is to encourage and inspire individuals and whānau towards wellbeing, and to be mana enhancing in all we do; caring for your spiritual, emotional, physical and intellectual needs.

Your counsellor will regularly check on your progress and your experiences of counselling. This is an opportunity to give us feedback so that we can make any changes necessary.

Attending counselling sessions

It is usual for counselling to begin with weekly sessions reducing in frequency as your situation improves. The first session consists of assessing your individual situation and developing a plan with your counsellor. There is no limit to the number of sessions a person can attend but we recommend attending four to six sessions to establish and review your goals.

Depending on your needs, we can match you with a counsellor/s who can offer family and whānau-centred approaches to counselling.

We encourage you to:

- Bring a support person with you. We welcome whānau, partners and friends.
- Attend a support group if this is available in your area.
- Arrange for an interpreter to be present if required by you.

Contact with others involved in your care

There may be times when it is helpful to involve other people or services in your care, such as a budget advisor, cultural support or your GP.

At PGF we believe in working collaboratively with other services and that treatment planning with others will help ensure you get the best outcome. In these circumstances, we could facilitate meetings with your support people and/or accompany you to agency appointments and can assist with transport.

If others are involved in your care, we will not talk to them unless you give us written consent to do so. If there are any safety issues, we will discuss your situation with you and develop a safety plan. Counsellors can only make exceptions to breaking confidentiality in order to reduce risk. We always try to get your agreement first and act ethically in your best interests.

General courtesy about appointments

Text reminders are sent for appointments, or we can contact you by phone or email if this would help you. Your counsellor will discuss this with you.

Please be on time for your appointments, or contact us if you need to change an appointment.

If you are under the influence of drugs or alcohol, we will ask you to reschedule your appointment to another time.

Support between sessions

PGF Services has duty counsellors available on 0800 664 262 Monday to Friday from 8.30-5pm. Please feel free to call a counsellor between these hours. Email counselling is also an option. Talk to your counsellor about signing up for the email counselling service.

Confidentiality and privacy

All staff are required to sign and adhere to a PGF Services Confidentiality Agreement and any information we gather is handled in accordance with the rules of the Health Information Privacy Code 1994 and the Privacy Act 1993.

What you discuss with your counsellor in sessions is confidential. The only exception to this is if there is a risk to your safety or a risk to others.

You have the right to see the information we have recorded about you following notice of 21 working days. We prefer that this is done in liaison with your counsellor. We are required to keep your information on file for ten years after your last contact with us.

Reporting

A written report about your attendance, progress and recommendations may be required by other agencies such as probation or the courts. If required, your counsellor will inform you about the reporting process and ask that you sign a consent for release of information before reporting to any outside service.

Data collection

We are required to report data to the Ministry of Health to meet contract requirements and for service planning. Client information is stored on a secure server and all identifiable elements are removed before being transmitted.

Follow-up service

As part of our service, follow-up calls begin after your first appointment. A duty counsellor will phone on the contact number you specify, to ask how things are progressing and whether you are receiving enough support.

Follow-up calls continue after you have stopped counselling and most people find them very helpful. Follow-up calls usually occur at 1, 3, 6 and 12 months after counselling but you can negotiate the call frequency with your counsellor.

Supervision

All our counsellors have regular supervision from qualified clinical and cultural supervisors to emphasise integrated cultural and clinical practice. Peer supervision and regular supervision with a practice leader ensures the best service is provided.

Code of client rights

All clients have:

1. The right to be treated with respect.
2. The right to freedom from discrimination, coercion, harassment, and exploitation.
3. The right to dignity and independence.
4. The right to services of an appropriate standard.
5. The right to effective communication.
6. The right to be fully informed.
7. The right to make an informed choice and give informed consent.
8. The right to support.
9. Rights in respect of teaching or research.
10. The right to complain.

Complaints procedure

PGF Services recognises that a complaint is a valuable source of feedback and we take into account your feedback to improve the services we offer. For people who wish to make a formal complaint regarding any aspect of our service, PGF follows the Health and Disability Commission (HDC) guidelines when responding to a complaint:

1. We encourage people to raise concerns and resolve issues with the staff member in question or their Practice Leader in the first instance.
2. If this is unsatisfactory, a formal complaint can be lodged in writing or verbally to a Practice Leader or member of the National Management Team.
3. The complaint is acknowledged in writing within five working days of receipt, unless it has been resolved to the satisfaction of the person within this period.

4. Within 10 working days of acknowledging the complaint, PGF will respond by either:
 - a. providing a written response to the person, or
 - b. requesting further time to investigate and provide an estimated additional time required.Should the estimated additional time exceed 20 working days, the person will be provided with a reason for this.
5. At any time during the process outlined above, the person can direct the complaint to their personal advocate, to the Health and Disability Commission (HDC) office, or to PGF Group's CEO.

Further information on the HDC Code of Health and Disability Services Consumers' Rights can be found online at hdc.org.nz or by contacting their office on 0800 11 22 33.

Freephone 0800 664 262 • email help@pgf.nz

For more information and fact sheets visit pgf.nz/get-information

