

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, this includes friends and family affected by gambling as well.

Attending counselling sessions

It is usual for counselling to begin with weekly sessions reducing in frequency as your situation improves. Depending on your needs, we can match you with a counsellor/s who can offer individual, couple, family and group counselling.

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. We recommend you attend four to six sessions to establish and review a counselling plan.

In every session, you will be asked about how you are functioning with regard to the reason you are coming to see us. At the end of each session, you will be asked about how it went for you. This allows us to focus on what is important to you and ensure you are getting the most out of the process. We encourage you to:

- Bring a support person with you. We welcome family, whanau, 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.

Your wellbeing is important to us

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.

If there are any safety issues, we will discuss your situation with you and develop a safety plan. Counsellors shall only make exceptions to confidentiality in order to reduce risk. We always try to get your agreement to this and act ethically in your best interests.

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 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.

Confidentiality and privacy

All staff are required to sign and adhere to a 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. In most circumstances counsellors will discuss this with you first.

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 agencies such as Probation, Courts, Prison etc. Your counsellor will inform you about the reporting process.

Data collection

We are required to report anonymous data to the Ministry of Health to meet contract requirements and for service planning. Client information is stored in our secure server and reported using non-identifiable data.

General courtesy about appointments

Text reminders can be 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 the appointment.**

Please turn over »

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.

Follow-up service

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

These calls continue after you have stopped attending

counselling. Most people find these calls very helpful, and you can negotiate a different frequency with the counsellor who calls you. Follow-up calls usually occur after 1, 3, 6 and 12 months.

Supervision

All our counsellors have regular supervision from a qualified clinical supervisor. Peer supervision and regular supervision with a Practice Leader is also provided to ensure the best service to our clients.

Feedback

We welcome your feedback about how you experience our service. A Consumer Focus Group meets once a month. This group is a forum for people who have been clients of PGF Services and is also an opportunity to provide feedback about the effectiveness of our service. Ask any staff member for information about how you can have your say.

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 recognise that a complaint is a valuable source of feedback and can use feedback to improve the services we offer. For people who wish to make a formal complaint regarding an 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, the person can lodge a formal complaint either 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 Office, or to PGF Group's CEO.

Further information on the HDC Code of Health and Disability Services Consumers' Rights can be found online on 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

