



Counselling service procedures

Procedures:

- Following client consent, the manager will provide client details to the counsellor
- The counsellor is to contact the client within 48hrs to set an appointment time
- The counsellor must be a current member of NZAC.
- Any complaint will be dealt with in accordance with the Male Room Complaints Procedure.

FREE COUNSELLING

Procedures:

- Free counselling sessions are available at the discretion of the manager who will provide client contact details to the counsellor.
- It is the responsibility of the counsellor to complete the Counselling record Template. The record is to be completed and handed to the manager on the last Friday of each month.
- The counsellor must be a current member of NZAC or able to demonstrate they are actively working towards membership.

Date Adopted

Last reviewed: 21/6/25

Next review: On cycle

Approved by David Mitchell (for Trustees)