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## Introduction

Welcome to Resolve Psychology and thanks for the opportunity to work with you. The following document outlines some important information about our service, your rights as the client, and how we will work together. Please read through the information carefully and note any questions you may wish to ask when we next see each other. At your first appointment you will be asked to sign an electronic copy of this agreement. You may withdraw your agreement at any time.

## About Anthony

I am a registered psychologist and the owner of Resolve Psychology. I've been working in therapeutic services for over 16 years now, of which the past 10 years have been as a registered psychologist. My experience is varied, working with adults and children/adolescents experiencing a range of challenges including anxiety, depression, stress, trauma, and anger; as well as supporting individuals with neurodevelopmental disorders, intellectual disabilities, and a range of injury related needs including head injury. I also have significant experience in providing behavioural support services to individuals, organisations, and families and love supporting parents to find ways of parenting in line with their values. I use a range of models in my practice, and pride myself on taking an approach that is centred on my client's needs with providing an overall experience of therapy that is both warm and relaxed.



I am the father of four lovely and lively young boys and while being born in Auckland, have found home in the lovely town of Warkworth. When not working you might find me running around a playground with my wife and kids or in my garage tinkering on one of the many woodwork projects I have going at any one time. I have a deep love for music, playing guitar, and drinking much too much coffee.

I feel a great privilege being able to support others, whatever their background, and look forward to working together with you on your own therapeutic journey.

### **What will therapy look like?**

Therapy and other psychological services can look very different depending on the individual needs and personalities of the client as well as the setting in which the service is being offered. They also require a certain level of active effort and participation on your part. For any of our services to be successful, you will need to work on what we discuss during our sessions together as well as at home.

Regardless of why you are seeking support, our first few meetings or sessions will focus on gathering information and assessing your current needs. This will include talking about your childhood, early experiences, relationships, and other aspects of your life that are important to who you are today. By the end of this assessment period, we will be able to share our first impressions and recommendations regarding further intervention or support. Based on this, you will be able to decide whether you would like to proceed with the recommended support and we can begin forming some mutually agreed goals and a treatment plan. The frequency and duration of any therapeutic support will be discussed when we first meet, however often the best outcomes are obtained when we meet either weekly or fortnightly at the start. We offer both short-term and long-term therapy and will continue to review how any plan is going and make adjustments if needed. If you feel our support is no longer needed, you may end our working relationship at any stage.

As a central aspect of therapy involves discussing unpleasant aspects of your life, there is also a chance you may feel a number of uncomfortable emotions such as sadness, anger, frustration, helplessness, or guilt. Also, while the approaches we adopt are based on evidence and best-practice, psychological change does take time and commitment and we cannot guarantee what outcome you will experience. We do, however, endeavour to use a collaborative approach to work with you, sharing our knowledge and skill to help you address the struggles you are currently facing. If we feel we may not be the best service to support you, we will do our best to find you a more suitable alternative.

### **Location & Parking**

My office is located at Lavender House (27 Lilburn Street, Warkworth). Situated on a residential street, this office location provides a quiet, home-like environment for appointments with plenty of parking available on the road and modern amenities within the building.

### **Arrival to your appointment**

As Lavender House is shared with a range of different businesses catering to different clients, we do not currently have a dedicated waiting room or reception. Instead, simply come into the building at your assigned appointment time and head straight to my office (signs for Resolve Psychology) where I'll be waiting with my door open.

If for some reason a prior appointment has had to run over its time and my door is closed, there are some seats in the entryway and outside my office to wait – or you are welcome to wait in your car and I will text you when I'm ready for our appointment. Please note, these seats may be taken by clients of other businesses hence why I generally recommend waiting to enter until your appointment time rather than relying on available seats inside.

## **Professional Fees & Payment**

\$195 (GST Incl.) per standard 50 min session. Unless otherwise indicated, an 80-minute initial appointment is recommended, charged at 1.5 x the standard rate.

Payment can be made via bank transfer or credit/debit card online only. Invoices will be provided on a weekly basis, detailing the account details and payment due date. We reserve the right to cease or put on hold any service in the event of overdue payments. A reduced fee arrangement may only be possible in the event of extreme financial hardship.

For individuals 24 years and younger, we may be able to access funding for 2-4 free sessions, through Gumboot Friday. If you are financially placed to do so, please consider donating to this amazing cause (<https://www.gumbootfriday.org.nz/>)

## **Appointments & Cancellations**

For the success of your service, it is important that we meet regularly and that you are able to attend scheduled appointments. As your appointment time (including any travel) is reserved for you, it is not possible for us to reschedule other clients into your time-slot at the last minute – therefore we require a minimum of **24 hours' notice** of any cancellation. If you do not make our appointed time without notice, we will try to contact you for a last minute reminder. If we cannot reach you, I will spend a portion of the appointed time reviewing our work and further planning our sessions. All efforts will be made to reschedule any cancellation to another day/time in the same week, however this may not be possible.

Cancellations within 24 hours will incur the full regular session fee. We may waive or reduce this fee in exceptional circumstances.

## **Contact Outside of Appointments**

My hours of work are between 9.30am – 4.30pm, Monday to Friday. Given the nature of our work, I am often in meetings or sessions with other individuals and their families. Out of respect, I do not answer phone calls while I am with another client. If I am unable to answer your phone call, please either send an email or text requesting a call back when possible. I will endeavour to return any missed calls in a timely manner, usually within 24 hours of receiving the message (with the exception of weekends and holidays).

**NB: we do not operate a crisis service – in the event of an emergency please contact 111 or your local Crisis Assessment Team listed below:**

<b>Waitemata</b>	Wellsford to North Shore	<b>Mental Health Crisis</b> <u>(09) 486 8900</u> (operating 24/7) <b>Henderson</b> <u>(09) 822 8601</u> <b>North Shore</b> <u>(09) 487 1414</u>
<b>Auckland</b>	Auckland City	<b>Mental Health Crisis</b> <u>0800 800 717</u> (operating 24/7)
<b>Counties Manukau</b>	South Auckland to Te Kauwhata	<b>Counties Manukau Mental Health Intake and Assessment Team:</b> <u>(09) 261 3700</u>

## Confidentiality and Limits

The law protects the privacy of communications between a client and a psychologist and we are required to ensure we uphold your confidentiality. In most cases, information about the service you are receiving from Resolve Psychology will only be released to third parties if you provide written consent.

However, there are limits to this confidentiality and situations where I may be ethically obligated to break confidentiality in order to protect yourself or others. This may be if there is a high probability of physical harm to yourself or others. In these situations, I am obligated to inform only those who require the information to ensure the safety and wellbeing of those who may be affected. If such a situation arises, I will make every effort to first inform you of my intention to break confidentiality and discuss what information I intend to share. In accordance with the Vulnerable Children's Act 2014, I am also required to report any concerns regarding children either directly or indirectly (e.g. under your care) receiving my service. These concerns may be identified through either disclosure or the recognition of signs or symptoms in a child and will require reporting to the appropriate third parties, namely Oranga Tamariki (previously Child, Youth, and Family).

Any decision to not uphold confidentiality is a serious matter and will only be made when the above concerns are present and to ensure the safety of yourself or others.

## Your Rights and Responsibilities

All psychologists practicing in New Zealand are required to adhere to the Code of Ethics for Psychologists Working in Aotearoa New Zealand (2002) as well as the Health Practitioners Competence Assurance Act (2003). Your rights are protected under the Code of Consumer's Rights (available here <http://www.hdc.org.nz>) and Resolve Psychology endeavours to treat you with respect and dignity at all stages of our time working together.

As a client, we ask that you remain open and honest with our service, communicate regarding any questions or concerns in a timely manner, endeavour to provide timely notice of any appointment cancellation, and actively engage in your treatment plan.

If you feel that we have not maintained our standards and you wish to raise a concern or complaint, please discuss this with us as soon as possible and we will do our best to work through the issue. Alternatively, you can contact the New Zealand Psychologists Board to make a formal complaint here (<http://www.psychologistsboard.org.nz/raising-a-concern>).

## **Record Storage**

Any written records regarding any client contact (session notes, assessments, telephone contact notes, treatment plans etc) are stored electronically with password protection and, where possible, 2-factor authentication (2FA). All efforts are made to ensure any electronic storage systems used meet the highest standard.

As per the required regulations, all records are kept for a minimum of 10 years before being destroyed. You may request, in writing, your records at any stage up until this point. The only time that the release of your records may be limited is when their release is deemed likely to cause significant harm to yourself or others.

## **Working with Minors**

Children under the age of 18 and their parents should be aware that the law may allow parents to examine the records held regarding their child. Because privacy and confidentiality is often crucial for the success of a therapeutic service (especially with teenagers), we will make every effort to obtain agreement between the child and parent regarding what information will be shared regarding their work with us. This agreement will likely involve that the parents are provided only general information about their child's progress and attendance as well as a summary at the completion of treatment. If concern is raised that the child is at a risk of harm to themselves or to someone else, the parents will be notified, as per our usual confidentiality policy.

## **Value Statement & Summary**

Resolve Psychology aims to provide a quality service that treats all its clients with dignity and respect. We do not discriminate on the grounds of race, ethnicity, gender, age, sexuality, health status, physical or mental disability, religious belief, socio-economic status and/or any other personal characteristic, condition, or status. We will endeavour to provide you with a quality service and if at any time feel we are not the right service to meet your needs, we will raise this with you immediately and work with you to remedy the situation.

Thank you for taking the time to read through the information provided in this document. Please note down any questions you may have and ensure you discuss these with me directly

before signing electronically when we meet. Please retain a copy of this document for your reference throughout our work together.

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