

Happiness House Counselling



About the service

Happiness House is a not-for-profit community centre, committed to the wellbeing of the community. Our organisation therefore offers **free** counselling by a registered counsellor to those in the Whakatipu. There are no criteria to participate in the service. We only ask that people read information about how the counsellor works before agreeing to proceed.

You can expect the following: We provide approximately 5-6 sessions, each of a 50-minute duration. Extra sessions can be negotiated if necessary. The service is available on Monday, Wednesday and Thursday between 9am and 2pm and Tuesdays 9am to 12pm. (Note these hours may vary depending on counsellor availability).

We work with a range of experiences including relationships, grief and loss, anxiety and depression. Our work is with adults.

Accessing the service

Agency and self-referrals are made by contacting staff at Happiness House. You may visit the community centre at **4 Park Street** to speak with a staff member about the service. You can also phone **03 442 6531**, text **027 973 5535** or email info@happinesshouse.org.nz to book counselling sessions.

Counselling approach

Our approach is underpinned by a belief that people know about their own lives and experiences more than anyone else. We all have stories that have been shaped by our experiences and we work to address the stories that do not work for you and, together, find ways that fit more with your hopes and preferences.

We are committed to:

- Act with care and respect
- Avoid doing harm
- Actively support working in culturally appropriate ways
- Promote the safety and wellbeing of those who consult us
- Seek out further support/opportunities if these are needed

Ethical conduct and supervision

Counsellors are registered with a professional body such as the New Zealand Association of Counsellors (NZAC).

It is an established practice for counsellors to talk with a supervisor about clients in order to provide the best possible service. The counsellor's supervisor is also responsible to a professional Code of Ethics. If a situation occurs where you or others are in serious and imminent risk of harm, all possible steps will be taken to address this together and the counsellor will discuss this with their supervisor.

Confidentiality and informed consent

- A counsellor has a duty to protect what you say in confidence.
- This means the counsellor will not disclose your private information and stories unless you give consent to do so and where:
 - There is serious risk to you or others - we will take all possible steps to address this. This may mean informing a supervisor or others who can assist us to manage the risk; and
 - if a court subpoena requires the provision of counselling notes.

Contact Happiness House staff to find the right counsellor for you. It may be our own staff member or another counsellor in the community.

We welcome your inquiries.

