



Terms and Conditions (服務條款及細則 – 中文譯本見第 3-4 頁)

TSE Counselling : Kvk 867 53 266 (Dutch Commerce Registration)

Version: 202301

1. Counsellor/Coach

- YC Tse is a registered Counsellor and Coach of Nederlandse Federatie Gezondheidszorg NFG (OTR No.9663); a registered coach of LVSC (Landelijke Vereniging voor Supervisie En Coaching) in the Netherlands (Reg No. TSE -RC001); a Graduate Member of Human Givens Institute in the United Kingdom (Membership No. 187659).
- I am currently working towards my full accreditation as a Human Givens practitioner in the United Kingdom.

2. Pricing

- The tariffs are indicated on the website www.your-lifestory.com at the webpage/Meet Antony
- The session is charged per hour basis, unless otherwise agreed with clients.

3. Cancellation / Missed Session Policy

- If you cancel the schedule session before 48 hours notice, cancellation will be free of charge and can be rescheduled without cost. For cancellations made after this time, or a session with no-show, full session rate will be charged.

4. Frequency of session

- Appointments will be arranged based on client's and counsellor's availability. Each client's journey is different. These can normally be fixed at weekly, bi-weekly, or at different frequencies upon agreement with clients.

5. Invoicing and payment

- Each session is billed at the end of every week, unless otherwise arranged.
- Invoice will be sent via client's email address, unless otherwise arranged.
- Invoice is to be settled within 7 days from the invoiced date.
- Payment is to be made via bank transfer in EURO to the designated bank account as indicated in the invoice.

6. Medical insurance

- I am currently not affiliated with any insurance companies. Although your session fees cannot be reclaimed via your insurance package, working with independent mental health practitioner gives you much greater flexibility and freedom in meeting your specific health

care needs. You don't need to receive a specific mental health diagnosis or being confined to a specific treatment plan as indicated by the insurance companies, if any.

- Please note I also do not prescribe any medication.

7. Confidentiality

- I keep the content of our sessions confidential and it is important that you feel this is a private space and you are as free as possible to talk about your thoughts and feelings.
- There are however some limits to the confidentiality:
 - There are legal limits to confidentiality around disclosure of committing or intent to commit criminal offences; domestic violence; suicidal attempts or based on Child Protection Acts.
 - I work with my counselling/coaching supervisor on a regular basis to monitor and to improve my work undertaken. All supervision is done on a anonymous and confidential basis.
 - At times I may need to contact client's GP or other professional involved. This would be done with the client's permission and would be discussed in the session prior to any contact. However, if the client's or another person's safety were severely jeopardised in the counsellor's view, I may contact the external services without the client's permission.
- I ask that you do not share our discussions on any social media.

8. Online session

- Should client choose to have online sessions, sessions will be hold via Zoom platform with encrypted end-to-end protection. All our conversations will remain private and will not be recorded.

9. Process

- First consultation is 30 mins (no charge) and will be held via phone/Zoom. The consultation is for you to get more ideas on my approach and how we could work together in your journey. It is also for me to understand how I can be of help for you.
- After the consultation I will propose a plan on the areas to work on together for you to consider. Should you accept the proposal we will start the first session and throughout the progress you will be able to make adjustment to best fit your needs.

10. Ethics and Professional Practice:

- As a member of NFG, LVSC, and Human Givens Institute, I abide by their code of ethics and professional practice.

服務條款及細則

TSE Counselling : 荷蘭商業登記編號 Kvk 867 53 266

Version: 202301 版本

1. Counsellor/Coach 輔導員/ Coach

- 本人 YC Tse(謝賢正)是荷蘭 Nederlandse Federatie Gezondheidszorg NFG (OTR No.9663)的專業註冊輔導員及 Coach; 荷蘭 LVSC (Landelijke Vereniging voor Supervisie En Coaching) 的專業註冊 Coach (註冊號碼. TSE -RC001); 英國 Human Givens Institute 的畢業會員 (會員號碼. 187659。)
- 本人目前正在邁向獲得英國 Human Givens 輔導/心理治療從業員的全面認證。

2. 收費

- 除非與客戶另有協議，面談將會按每小時收費。收費詳情請參閱網站 www.your-lifestory.com 上的個人簡介網頁。

3. 取消預約細則

- 如果客戶於 48 小時前通知取消預約面談，取消手續將會免費，並且可以免費重新安排面談時間。客戶若於此時間之後取消或未有出現面談，有關費用將全額收取。

4. 面談次數

- 面談次數安排將視乎客人和輔導員的時間而定。每個客人的人生旅程都不一樣，故此面談次數因人而定。通常可以每週、每兩週或以其他安排進行。

5. 發票與付款

- 除非另有安排，每節面談都在每週結束時計算。
- 除非另有安排，發票將通過客戶的電子郵件地址發送。
- 客戶須在發票日期後的 7 天內付款。
- 付款將通過銀行轉賬以歐元支付到發票上指定的銀行賬戶。

6. 醫療保險

- 本人目前不隸屬於任何保險公司。雖然您的傾談費用並不能通過您的保險計劃得到資助，但與獨立的心理健康從業員合作，能讓您在心理健康及尋求情緒支援的服務上有更大的靈活性和自由度。例如您得到更快的傾談機會，您亦不需要接受特定的心理健康診斷或受限於特定的治療計劃。
- 請注意，本人並不會提供醫療診斷或提供藥物治療

7. 保密

- 本人對我們的面談內容絕對保密，關鍵的是讓您感受到這是一個私人空間，您可以盡可能自由地分享您的想法和感受。
- 然而，保密性卻受到以下的限制：
 - 對披露實施或意圖實施刑事犯罪的保密性有法律限制如家庭暴力；自殺企圖或基於兒童保護法。
 - 本人定期與本人的諮詢/輔導主任分享本人的工作情況，以作監督及改進我所處理的個案質素。所有分享都是在匿名和保密的基礎上進行。
 - 本人按情況可能需要聯繫客戶的家庭醫生或其他相關專業人士，以提供更適切的幫助。這盡可能將在得到客戶的許可後才進行。然而，若本人認為客戶或其他人的安全受到嚴重的即時威脅，本人可能會在未經客戶許可的情況下聯繫外來服務。
- 本人要求客戶不要在任何社交媒體上分享我們的討論內容。

8. 在線面談

- 如果客戶選擇在線面談，面談將通過具有加密端到端保護的 Zoom 平台進行。我們所有的談話內容將會保密，不會被錄音。

9. 過程

- 首次諮詢(半小時)是不收費用，透過網上 Zoom 或電話進行。一方面讓本人明白您的處境及期望，另一方面也讓您了解本人的輔導方法以及將會如何為您提供適切的幫助。
- 首次諮詢後，本人會提供一份建議計劃書，供您參考。若您願意接受該計劃書，我們將開始安排首次傾談。在整個過程中，我們將會定期回顧進度，調整及配合您最適切的需要。

10. 道德與專業操守

- 本人作為 NFG、LVSC 和 Human Givens Institute 的專業會員，承諾遵守及實踐他們所定下的專業道德規則和操守。