

VAS Information For Counsellors (2025)

Victim Assistance Scheme (VAS)

You must be approved and registered with Victim Support before we will refer clients to you for any counselling (regardless of what scheme it falls within).

If you are contacted by a client who you think needs to discuss funded counselling through Victim Support, please encourage them to contact Victim Support on 0800 842 846 and Victim Support will discuss their needs directly with them.

From time to time, Victim Support provides contact details of approved counsellors to people who do not qualify for Victim Support funded counselling, but who indicate that they will pay for counselling themselves or via other means. If you do not wish us to give out your details in these circumstances, please advise us at counselling@victimsupport.org.nz.

Referral Process

Victim Support cannot guarantee that you will receive referrals from our organisation.

When a client meets the criteria for funded counselling and the VAS application has been approved, they are given a list of Victim Support registered counsellors in their area to choose from.

If you are selected by a client as their preferred counsellor, Victim Support will contact you and let you know:

- The name of the client
- A unique VAS application reference number (you will be asked to quote this reference number for invoice payment and other client-related communication).
- The number of counselling hours that have been approved or remaining, depending on the VAS grant accessed.

If you do not receive this information, then the client's application may not have been approved. Please contact Victim Support at counselling@victimsupport.org.nz before commencing counselling. No payment will be made for counselling that has not been approved.

The client will contact you to arrange the first appointment after their application has been approved.

Joint Sessions

Clients are approved individually for counselling. If you believe a whānau/family session would be beneficial to the individual, then the session will be funded as part of that individual's therapy. There is no extra funding for whānau/family that attend a session.

If another whānau/family member requests individual counselling sessions, they need to be registered with Victim Support and meet the VAS counselling criteria as mentioned above, before counselling can begin.

Did Not Attend/Late Cancellations

Please explain your cancellation policy to the client at the first session. If they do not show or make a late cancellation Victim Support will pay according to your cancellation policy. We ask you note DNA/late cancellations in your invoices.

Please note this fee will be deducted from the client's overall allocation.

Following a DNA/LC please discuss future attendance of sessions with the client prior to making another appointment.

Invoices

Email all invoices to counselling@victimsupport.org.nz

Include the following details so we can pay you promptly:

- The invoice **MUST** be made out to Victim Support and comply with GST regulations if you are GST registered.

Client details

* client's initials or first name

* client's unique VAS application number.

We use both as a cross reference to ensure service hours are applied to the correct client and invoices are paid accordingly.

Invoice details

- Date/s of the session/s.

We will assume that sessions are one hour unless otherwise stated, so please make it clear if the length is anything other than one hour.

We can only record sessions in 15-minute increments. Please round up or down to the nearest quarter of an hour.

- If a one-hour joint session is held with two or more approved clients, please record the names of the attendees, and apportion the time between them.
- If the charge is for a DNA/LC, please make this clear on the invoice.
- Due to the volume of counselling clients, and the number of invoices received, we appreciate **one invoice per month per client** please;.
- If you have more than one VS client, you must submit separate invoices for each client.
- To ensure prompt processing and payment please attach only one invoice per email.

Contacting Finance

Contact our finance department at finance@victimsupport.org.nz. for

- payment related queries
- remittance advices
- changes to bank account details

Using Counselling Sessions

When planning or phasing out counselling sessions, please consider factors such as upcoming court hearings and the possible impact on the client. Sessions are within the limits set, so we ask that you plan your sessions around these events.

Fees

The approved counsellor will be paid the agreed rate for each approved session on invoice, up to the maximum per hour. The agreed rate is your usual fee as indicated on the initial application form.

Change of Details

If your details change, please contact counselling@victimsupport.org.nz so we can update our database.

Complaints

About you from a client:

If we receive a complaint about you from a client we have referred to you, we will advise them to contact the professional body that you are associated with. We cannot investigate complaints relating to the service you provide to clients.

We may decide to remove you from our approved counsellor list. We may also remove you from our approved counsellor list if you fail to adhere to the agreement you signed when registering with us.

If you have a complaint about a client and no longer wish to work with them:

Please let us know at counselling@victimsupport.org.nz regarding the nature of the complaint and if applicable that you are withdrawing services to that client.

Annual Practicing Certificates

A list of approved counsellors is made available to all Victim Support employees. To keep this list up to date we will email you close to when your certificate is expiring. The email will contain a link to a form so you can update the information held by us including your renewed certificate.

Your Practice as a Counsellor

You are responsible for upholding the code of ethics of your professional body and/or any conditions of indemnity or other insurance that you may hold. This includes ensuring that you provide services in line with your scope of practice and ensuring you practice from places that are appropriate in the circumstances. Victim Support is not a regulator of counselling services and will refer any concerns regarding these matters to your professional body where we deem it necessary.

If you deem it necessary to provide services to a client outside your usual place of business or online, you must ensure that you have considered your own safety and are working within your scope of practice and any insurance you may hold.

Terms and Conditions

To view our current [Terms and Conditions](#) please follow this link and refresh yourself with our requirements. You should regularly keep yourself updated as to the terms and conditions as Victim Support may change these conditions from time to time.