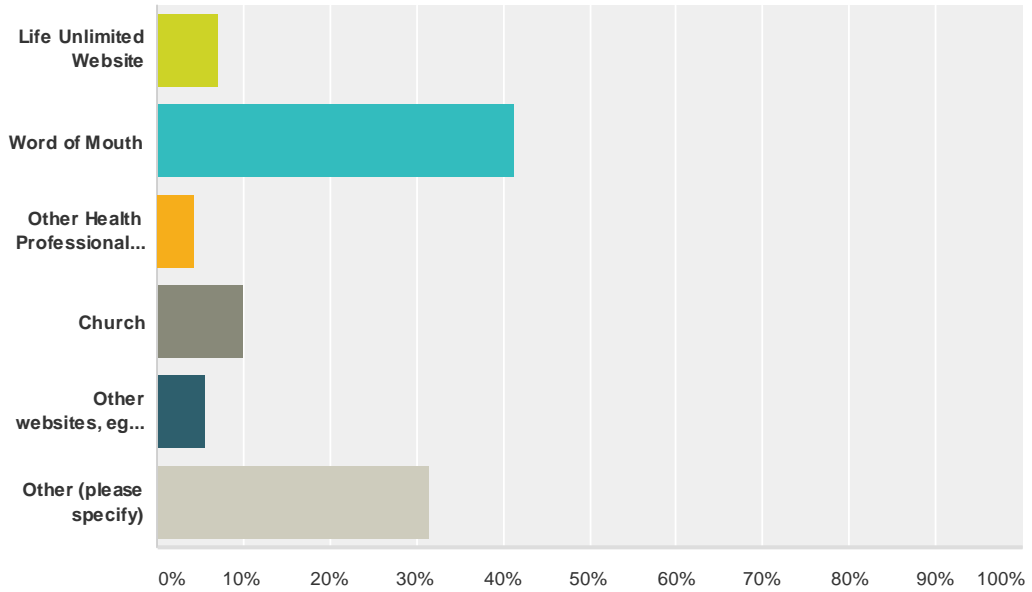


Q1 How did you hear about Life Unlimited?

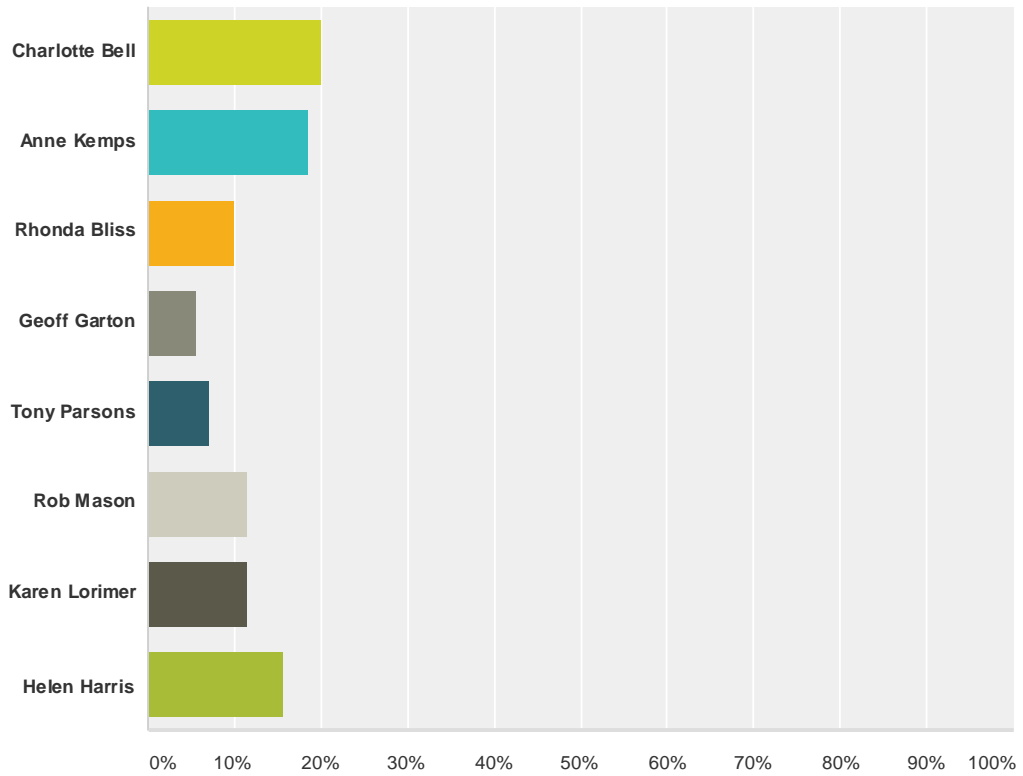
Answered: 70 Skipped: 0



Answer Choices	Responses
Life Unlimited Website	7.14% 5
Word of Mouth	41.43% 29
Other Health Professional, eg GP	4.29% 3
Church	10.00% 7
Other websites, eg EFT	5.71% 4
Other (please specify)	31.43% 22
Total	70

Q2 Which counsellor/psychotherapist have you been seeing at Life Unlimited?

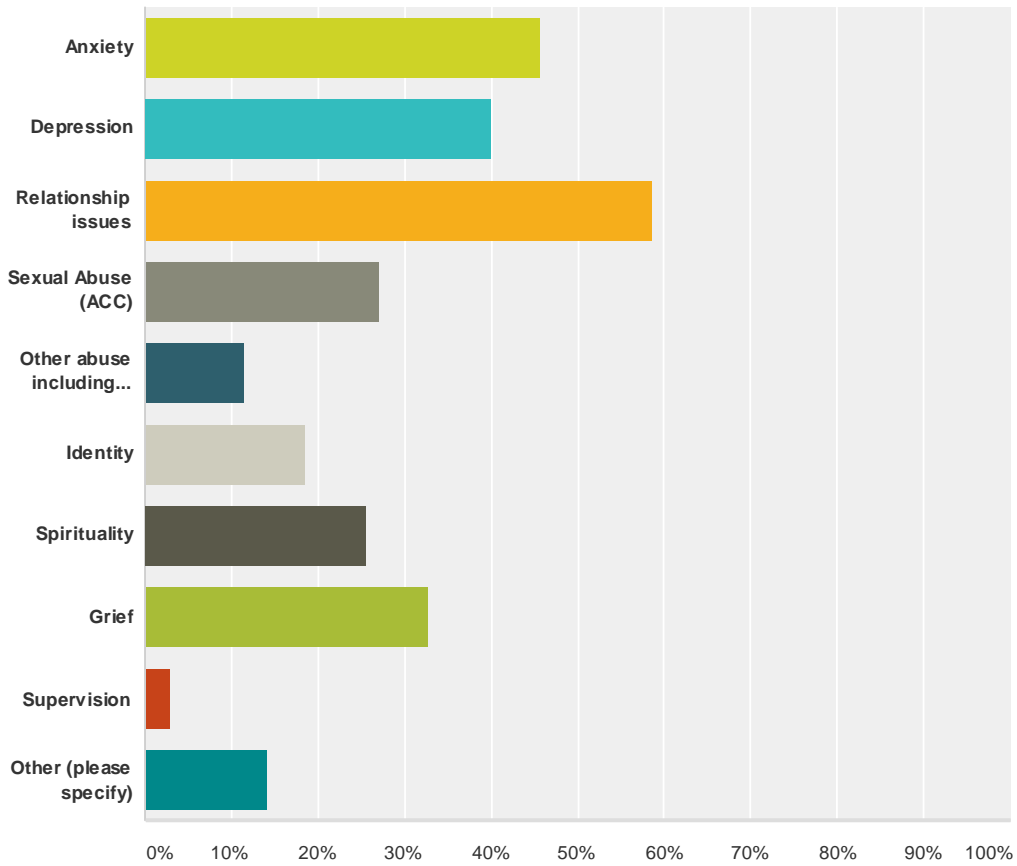
Answered: 70 Skipped: 0



Answer Choices	Responses
Charlotte Bell	20.00% 14
Anne Kemps	18.57% 13
Rhonda Bliss	10.00% 7
Geoff Garton	5.71% 4
Tony Parsons	7.14% 5
Rob Mason	11.43% 8
Karen Lorimer	11.43% 8
Helen Harris	15.71% 11
Total	70

Q3 What were the main issues you wanted to deal with?

Answered: 70 Skipped: 0



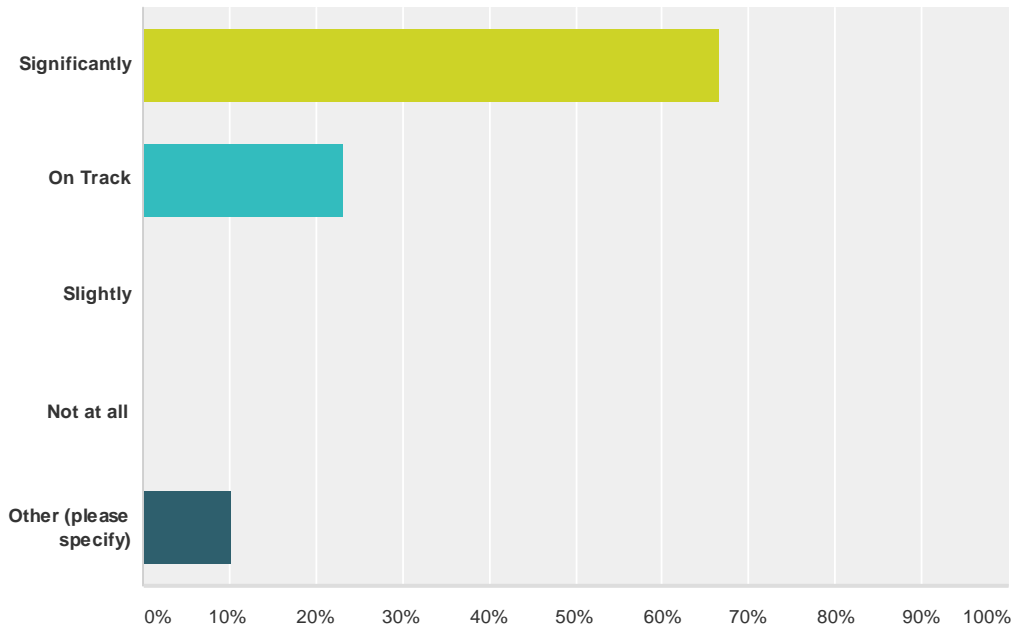
Answer Choices	Responses
Anxiety	45.71% 32
Depression	40.00% 28
Relationship issues	58.57% 41
Sexual Abuse (ACC)	27.14% 19
Other abuse including sexual abuse (not ACC)	11.43% 8
Identity	18.57% 13
Spirituality	25.71% 18
Grief	32.86% 23
Supervision	2.86% 2
Other (please specify)	14.29% 10
Total Respondents: 70	

- Family relationships and personal wellbeing
- Burn out
- Alcohol dependency. Brokenness.
- Issues associated with work transition
- Anger in relationship and how to deal with everyday problems that arise with husband/family
- Lack of self-worth
- Issues relating to early childhood, grief in-twined with spirituality and a desire to function fully in the present.

- Attachment
- I have had huge losses in my life. My Father died when I was 6 (and I was kept away from the funeral), my Mother died in Dec 1996 and my elder son died in Dec 1997. I had done no therapy after my son's death until I came to Anne. My mountain of grief was enormous and became totally overwhelming....
- At the beginning by far it was uncontrollable terror stemming from SRA and SA.

Q4 Do you feel counselling/psychotherapy has/is helpful?

Answered: 69 Skipped: 1

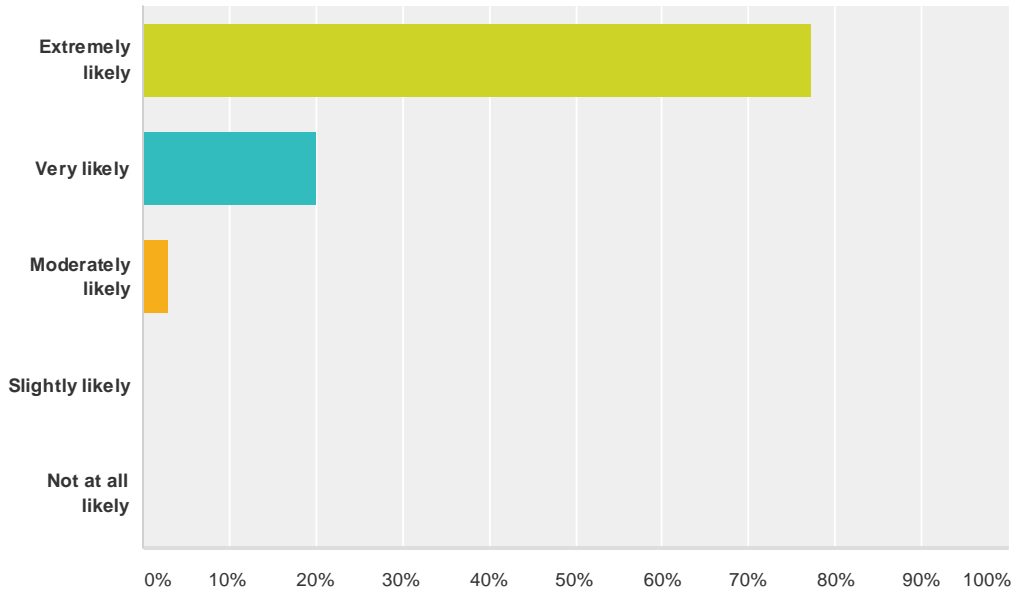


Answer Choices	Responses	Count
Significantly	66.67%	46
On Track	23.19%	16
Slightly	0.00%	0
Not at all	0.00%	0
Other (please specify)	10.14%	7
Total		69

- Yes I do think it's helpful as far as we the clients actually do the work afterwards as well.
- My marriage would not be where it is today if it weren't for EFT counselling and the wonderful Anne Kemps, who continues to teach us how to relate to one another. I don't believe we would be together today if it were not for her.
- My life has been radically transformed
- for me it has been helpful
- I have been going to Anne for 2 years now and she has turned my life around. My situation was desperate and Anne fitted me in when she had NO space. I will be eternally grateful to Anne for the work she has done, and does do, with me.
- I'm only three weeks in after a hiatus of a number of years off from receiving counselling. Would probably be able to answer this better in another few months or so.
- The psychotherapeutic relationship with Charlotte has been central to my transformation.

Q5 How likely are you to recommend Life Unlimited Services to others?

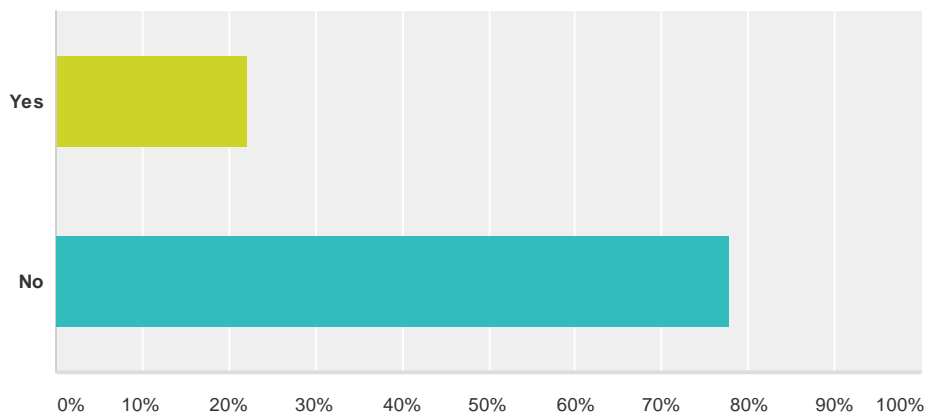
Answered: 70 Skipped: 0



Answer Choices	Responses	Count
Extremely likely	77.14%	54
Very likely	20.00%	14
Moderately likely	2.86%	2
Slightly likely	0.00%	0
Not at all likely	0.00%	0
Total		70

Q6 Have you received a subsidy from the client support fund?

Answered: 68 Skipped: 2



Answer Choices	Responses	Count
Yes	22.06%	15
No	77.94%	53
Total		68

Q7 How has/is counselling/psychotherapy helpful?

Answered: 65 Skipped: 5

- We have been able to have a secure stable place to delve into our issues instead of getting worse and worse. It's been the regular nature of the meetings which the funding has enabled that has meant we can make progress and slowly unpack years of unhealthy relating.
- Better understanding of the issues and relationship dynamics – and therefore better able to deal with it. Gets to underlying issues that you would not otherwise be able to identify.
- A lot!
- It has helped me learn to think differently thereby approach issues differently. I have a better understanding of why I behave the way I do.
- For me personally it was an opportunity to work on issues and be heard in a way that I hadn't been in the 20 odd years we have been married. It was a chance to recalibrate a lot of bad habits and we have now celebrated our 25th anniversary which was not in our future a few years back.
- It's given me a place that is safe to be vulnerable and help to start processing everything going on inside.
- Through my work with Rhonda, I've noticed the gap close significantly between "what I do" and "why I do it" - my own behaviours are changing and becoming less of a mystery. This process is, literally, changing my life.
- Given insight and understanding. Allowed time to be express and be heard with guidance from a great counsellor.
- Very helpful. Rhonda is the best, couldn't be who I was today if I hadn't been going.
- It has given us very useful tools to be able to use in our marriage
- I'm not scared of remembering anymore. I don't have to live life scared and avoiding people and things.
- I've seen Rhonda Bliss for individual therapy and Rob Mason for couple's therapy. It transformed our marriage and helps me understand myself better and reconcile my childhood pain. Life changing!
- Counselling its helping my husband and I to stay together, to learn to manage conflict better and to gradually begin to drop our barriers and "let each other in"
- It has been helpful in teaching us about a pattern or cycle we get in to so that we can quickly recognize it and get off to de-escalate what would normally turn in to world war 3. It has helped us communicate better and for me personally - it has helped me develop self-awareness and a growing mindfulness of every relationship I have and what makes me feel and behave the way I do. I am learning to become assertive in the workplace because of EFT. The communication skills have overflowed from work on our marriage, in to every other sphere of life. I thank God for this service - I cannot begin to imagine how lost I would feel at this stage of my life, if I had never had the opportunity to go through this specific type of therapy.
- It's been helpful to learn about myself, how I process and also to identify the purpose of this season. These sessions have empowered me to be more self-aware and to speak truth.
- It gives me something to hang onto when normally it's just despair. It helps me to see things the right way around sometimes
- I have discovered my true self and identity, shaken off all shame and guilt and actually really like myself for the first time in my life. I cancelled my planned wedding and got out of a relationship that was toxic and unbalanced. It was such a releasing of freedom in my life.
- It is allowing me the support and space to truly look at the areas and things in my life that are unhealthy and causing dysfunction and pain... And through a number of mediums I am learning the tools to be better able to process and deal with these things in my life.
- It's helped me to understand myself a little better, to know what I need to be aware of. It's also been a great help in getting my marriage back on track through a difficult time.
- It is helping me to see what I need to do to get more personal freedom
- Helped me to self-develop my ideas of the stresses and pressures of life.
- Helps you to understand who you truly are and why we think and act the way we do.
- Rob helped through leading me through the evaluation of my-self and the inner beliefs that were holding me back from healthy attachment and learning where my own frustration was truly coming from. What I learned with Rob has become new tools to healthier relationships in life and has also helped me to be able to reach out and help others.
- I've had long term therapy with Rob. I never realised I needed it so much. It has helped me through some very difficult periods .It was so good to speak with a guy who has had so many similar life experiences.
- Rob has been extremely skilled at understanding my context, at probing in helpful and appropriate ways, and in giving input/insight that was exactly what was needed. Rob helped identify a very painful aspect of my children - that was influencing my behaviour in the present - whereas I had no idea that was the case. The therapy associated with that has been life changing for me.
- A very much needed support in a time when there is a lot of change in my life, and therefore not really anyone who can support me through this time, therefore a trained counsellor has been crucial for me.

Life Unlimited Evaluation

- It is a safe place for me to be able to access my feelings and emotions and work through them with the guidance of a professional with compassion and skill.
- I have been able to process my grief with the help of Karen, and I feel that I have come a long way over the past few months.
- Well has kept me from back sliding and also learning skills to handle my conditions.
- Counselling has been helpful me, we just need to keep going to really sort out our issues.
- It is very helpful for me to be able to talk about my issues. I have been given useful tools to use and counselling often helps me to view thoughts/feelings from a different perspective
- I wanted to leave church and find a more authentic, mission-hearted faith community. I was not finding any support from family or church folk and really needed an objective listening ear to help me identify the major issues and process the layers of losses involved with losing a faith community and encourage me on the anxious trek looking for a new one. It was sooo helpful having Karen walk alongside me through this uncomfortable transition, especially since my hubby decided to stay on at the old church. Lots of background buttons went off and lots of extra stresses layered on top and I really needed someone in my corner who understood all the ins and outs and supported me in trusting my inner radar. Karen was a lifeline in a blizzard!
- To work with Karen has been imperative for my sense of survival. It's a vulnerable process to undo the layers and go deeper than I have before; Karen provides the stability and relationship to enable this to happen. I'm incredibly grateful for having Karen involved in my process. I can hear in her voice, language and heart that Karen has walked a journey prior and is immensely well read and knowledgeable. It's a relief to be able to explore, express, discover and unpack myself in all its messiness in a safe, non-judgmental relationship. Karen is always "present" and provides 'space' for me, always accepts me where I'm at. I'm still in the process of going back to come forward. As much as this is a difficult process I'm so fortunate to have Karen with me in the journey.
- Therapy has enabled me to see from different perspectives; it has helped to deconstruct unhealthy and self-limiting family belief systems that I have embodied. I can't state strongly enough how much Karen's work with me has helped me to see my inner machinations and she has equipped me and taught me as we went along. So this enabling is probably a major key to the help I've received; i.e. it's not something just done to me; it understands given so that I can often recognise my programming when it kicks in. The therapy has also enabled me to stay 'even' enough to be able to manage without the debilitating depression medications I was trying out. This work with Karen has SIGNIFICANTLY changed my life for the better, though not necessarily easier ;-) Many thanks ...
- It has helped me walk through the grief of losing my mother and deal with the impacts that has had on my life. It has also helped me look more deeply into the 'why' behind my responses. I have come to learn the value of acceptance and see myself as a person of value.
- Counselling has given me a safe place to air & explore my relational and spiritual 'stuff.' It has offered a sounding board relationship that has helped me look at issues from differing perspectives, and also helped me see what I may have been blind to. I have been empowered by the tools offered (enhanced understanding of myself, relationships, and spiritual issues) that have enabled me to alter positively, the way I relate to myself & others. Consequently my relationships have improved and I no longer feel as 'stuck' as I used to.
- Contact with therapist is positive. I can take and use the techniques used in therapy at home. Using my own words to help me heal has been good for me as I feel I was harmed by the things a previous counsellor had said to me. The life unlimited psychotherapist is wise and does not waste time picking word battles. She looks at the long term view in terms of helping me improve my life. I feel safe with the psychotherapist; she is very stable and very peaceful. I am moving out of fight/flight mode for longer periods of time. I have moved away from suicide thinking and feel some sense of hope. I am starting to see the bigger picture of my life again. And in the very near future I see a place where I can start to live again rather than just exist..
- By talking through issues with the counsellor it is easier to deal with them and face up to them.
- Counselling has helped with stability during depression and managing difficult relationships. It has developed better thoughts around self and self-care. Counselling has in a short time brought much needed relief too many pressures I am experiencing especially when medication has not been an option. I am facing things in a much better informed way which is changing my circumstances.
- Helped me a great deal. From not coping with life at all to actually feeling like I can cope! The help and support has been amazing.
- Being able to work through childhood issues in a wonderful and safe environment. Now able to move into life.
- It has allowed my wife and me to deal with my issues in a safe and respectful environment. Geoff has allowed me to be myself and I don't feel judged by him in any way. This is why I find it easy to talk to him.
- Talking it through with someone outside of the situation is helpful and gaining insight into the process.
- It has given me a way forward. Seeing things from a different perspective. Been very beneficial in my personal life.
- Helen has given me the skills to be able to cope on both a practical and emotional level when my PTSD and depression had me at my worst. She has helped me to walk out of the depths of darkness into a phase of life where I feel MUCH happier and am no longer depressed or experiencing many of the symptoms associated with my depression or PTSD.
- It has helped to deal with some of the issues I have difficulty with.

Life Unlimited Evaluation

- Before counselling, I had no concept of how powerful the grief process truly is. Nor did I understand how important, no matter how difficult it is, to talk through issues.
- Counselling has/is providing me with tools and strategies for managing life's struggles and challenges. It has/is providing me a safe place to share my deepest struggles, knowing that I will not be judged. Because I feel safe I am able to really engage. Counselling has given me the courage to face a lot of tough stuff, to heal, and to learn how to live a boundaried life. It is helping me manage and recover from depression and anxiety.
- It supports my emotional roller coaster ride! It gives me a safe and nurturing environment to just be me without any judgement!
- Helping me feel and accept the hurts and griefs of childhood; and helping me stand strong in the present
- I can now see a way forward.
- It has given me on a weekly basis, a platform for healing and growth to deal with my issues as listed.
- To continue understanding that the accusation I "hear" within myself is a lie. To keep submitting myself to Jesus and to "stand" amidst the accusation.
- It helps me to realise things I hadn't previously realised,
- It gives me a safe place to unload and process, and also get a different point of view.
- Psychotherapy has given me the skills, tools and courage to deal with the hardest parts of my life.
- Has empowered me to process things for myself and also giving me insight the effect instances of the past have had on me and how I can changed them to more healthy behaviour in my relationships.
- Even just taking the time to slow down & process life in a world that glorifies busy is helpful & extremely calming. One of my aims this time round is also to identify particular strategies (meditative and other anxiety reducing ones) I can lean on when things are tough. Additionally I'm hoping to find the balance between resting in grace and doing my part to effect personal change.
- It's great being able to go in depth with someone about my past/present and have both a professional and empathetic dialogue about it.
- I don't stop functioning when I feel anxious anymore My periods of anxiety have extremely reduced I'm less scared of anxiety and more confident I am working through the issues that led to the anxiety and those issues have reduced as well I take more (appropriate) risks and challenge my previous way of doing things and thinking I have been going for just over a year and because of the amount of progress I have been able to make the time between counselling sessions has increased My life right now is very different than it was a year ago, it is more positive, I am less scared and feel more free
- It is hard to explain! Having someone who really understands how trauma has affected my brain and me is new and makes me feel as though I am not completely alone in this world. Before starting psychotherapy at Life Unlimited there was no way forward as it was too hard to live with all that is in my head. Now it seems like it may be possible to find a plan to sort some of what's in my head and that gives very much needed hope. Thank you.
- I have been able to develop trust with Charlotte and explore very deep issues fully and this has brought release (insight) and a growing capacity to do things differently. Techniques such as CP and TRE and Charlotte's wisdom, compassion and skill, along with her capacity to hold hope for me and communicate this to me (when I felt that there wasn't any hope left for me) has been life changing - words cannot convey the blessing and new life my therapy with Charlotte has sparked for me, it has enabled me to form a trusting committed relationship in my personal life and navigate the joys and challenges of this, enabled me to parent more effectively, deepened my Christian Spirituality and equipped me with skills to manage my trauma symptoms and enhance my spirituality and increasing integration.
- It is a safe place to feel, be vulnerable, and work through my stuff while I talk. It helps brings clarity to my thoughts and feelings and helps me find a clear way forward. It equips me with tools to keep moving forward on my own.
- I was dying in my soul, an un-person. Charlotte Bell has deeply impacted my life. She taught me what it means to live a loving life in connection with myself and others. Under Charlotte's love and professional skills, she beckoned me out of the ruins of terror and I became a human being. As fragile as I was, I yearned for life and love. Heard and seen, welcomed and held so gently in the emotional space, I would sprint toward her and then away again from yesterday's fears. Under her constant, loving gaze, I began to have solidity and my own presence. This grew into ownership of my own space and being and through the skills she taught me, the capability of standing strong and processing massive trauma. I know now that I am a beautiful, free, stunningly courageous soul that through love opened my heart up to be loved. Jesus made me for relationship and even after deep darkness against me, a loving relationship wins. Integration wow! How do you thank someone for that?

Q8 Please give any feedback about the service you have experienced at Life Unlimited:

Answered: 62 Skipped: 8

- Anne has been well prepared, flexible, reliable, calm, hopeful, professional and patient.
- Learning about our cycle has been significantly helpful!! Thank God!
- Anne is a consummate professional whilst also being kind and empathetic. She has helped me to generate new skills so I can manufacture my own solutions to regular issues I encounter.
- I have been impressed with the way that Rob helped me feel so comfortable and safe in all of our sessions and I really valued the way he broke down situations to gain the most insights from them. He has worked with our financial situation at the time to make it possible for us to start with in the first place. Not sure if this was from the fund mentioned above.
- I have experienced genuine warmth, care, kindness and gentleness and are learning they can be trusted with my heart.
- I can't vouch enough for how fantastic Rhonda is as a therapist. She is a true professional; swift to build trust, and she has an incredible knack for noticing patterns and helping her client make a link between the ways issues outwork across different aspects of life. She takes a detailed, strategic approach, and is always warm and empathetic.
- We enjoyed dealing with Rob on relationship issues. He was honest, open, a great sense of humour, a man of integrity, and gave sound practical counsel.
- Rob Mason is an amazing gifted person who has impeccable skills to help couples like us to grow and enjoy our marriage with each other. Thank you Rob Mason for your help with our marriage. We have just celebrated 25 years together.
- :)
- Both therapists have been outstanding. Working with two therapists with similar approaches has allowed for an integrated approach that has changed my life
- Thank you Ann for your compassionate and respectful help
- The service from Life Unlimited is so valuable I wish all my married and single friends were able to check in every now and then just as a warrant of fitness for their lives. I still have a long way to go, but the significant help Anne Kemps has provided through being patient and going above and beyond to help us understand and discover underlying issues, has been GOLD. I am forever grateful that she had an open spot the day we booked an appointment with her. We were very close to going our separate ways. Praise God!
- I always look forward to my sessions with Rhonda and I have found the tools she has given to me to have a positive impact on my life.
- It's valuable. Getting everything out stops threatening the life it belongs to. Great service.
- My experience of Monday's with Rhonda and the work she has done in my life is beyond words. I have never been on a journey like the one that we have been on together. When I first arrived I was an anxious, alcohol dependent wreck. During the time I have been seeing Rhonda I gave up my affair with Sav Blanc. Left my career of 20 years as a long haul flight attendant. Stepped away from relationships that immersed me into the drinking lifestyle. I discovered again how precious I am to God and experienced the sweetness and abundance of his love. I am now working towards building my own ministry hopefully to woman that have also been bruised and broken by the bottle! My world now has colour and vibrancy and energy to it. I am in a place of flourishing and see nothing but hope ahead of me. Exciting. Thank you beautiful Rhonda. x
- I have found Charlotte to be such an incredible support. She has sought out ways to help me that go above and beyond what I expected, and I am very grateful for that. Overall, I have absolutely nothing but praise for the service I have received - thank you all very much!
- Great counsellor. Would recommend.
- I have experienced kindness; empathy, insight, and support that enabled me to connect together ways of being that are hindering me from emotional freedom.
- Rob has used many therapies on me which shows his experience.
- Great that you have free parking in the city
- Lifesaving...Just what I needed exactly when I needed it.
- Rob works very professionally. I developed a great deal of trust in him to the extent I've been able to discuss any aspect of my life with him.
- I have been associated with counsellors and supervisory professionals for 30+ years. Rob is by far and away the most skilled and effective therapist/supervisor I have ever had.
- Very qualified, reliable, professional and caring. Very knowledgeable in their area of expertise, and genuine.
- I have felt the experience to be rewarding and progressive. I have adopted some great life skills to assist me to move forward positively and with strength.

Life Unlimited Evaluation

- It has been an excellent service. I was sceptical initially, not having had counselling before. - However have found it to be hugely beneficial.
- Over all my experience with Life Unlimited has been good, tho mostly it is through my therapist Tony Parsons.
- Tony made it very easy to talk to him. and has been of great help. we just need to continue with counselling
- Charlotte allows me to go at my own pace with gentle prompts and encouragement.
- Really appreciated all the different creative tools Karen was able to use in working with me and her gentle, respectful way of challenging me too:)
- Very humbled by the offer of been able to use the client fund, but chose not to use it as I would prefer it went to someone who needed it more than I did. The experience I have had with Life unlimited is really only Karen, though I have viewed the website and listened to the welcoming prayer.
- Very professional
- This has been a most empowering experience for me.
- My experience of the service I have experienced at Life Unlimited (which is confined to my contact with Karen) is all good.
- I have received the best of service and the best of care. A few mistakes have been made along the way and recovered from. I see this as top quality service. That my ACC funded therapy could also be funding the care of others is something I appreciate. Well done and thank you.
- We are very happy with our experience and have found it more than we expected.
- Tony has been a counsellor for several of our family members. We have found him a sincere and thoughtful person who up holds high standards of integrity. We appreciate his skills and experience.
- Excellent, very helpful
- My experience of Life unlimited is only through therapist. Which was a great healing experience.
- Overall Geoff provides a really great service.
- Safe environment with well explained process.
- Thanks for cups of tea. Friendly place to come to although cafe not so friendly.
- I am SO thankful for the support and care which Helen has provided. Her understanding, wisdom and listening ear have been an absolute God-send. I don't know how I would have got through many of the struggles I faced without that support.
- I have found my counsellor extremely supportive, professional and helpful.
- I have had counselling with two of Life Unlimited counsellors for separate issues. I felt for sure the 2nd could not be as good as my 1st, but have been truly amazed and blessed by the quality of counselling available.
- Helen Harris is a seasoned professional counsellor who creates a safe, non-judgemental environment. Her therapeutic practice is well-boundaried, empathetic, skilled, empowering and client centred. Her ability to include spirituality when appropriate has been a blessing to me.
- Anne is a fantastic counsellor. My previous experience in this area was many years ago with Elizabeth Kubler Ross, which was fantastic and Anne's work certainly compliments and works in well with what I learnt with EKR. Anne is very available and when I first went to her she asked how often I would like to come and told me the price. I said I would love to come weekly but could only afford to come every 2 or 3 weeks ... her response was.. "If I cut my fee in HALF would that help", my response was "if that's the case I will come every week" .. and I have. Sometimes my sessions are very emotional and others are interspersed with laughter, something very special for me as natural spontaneous joy is something I have had difficulty accessing since my son's death.
- a safe and welcoming space for facing deep pain and finding inner strength
- I have always found Charlotte to have a lot of patience, especially when I haven't been able to talk. I think that this is a very rare quality as most would have given up. It's with her perseverance that I have been able to overcome not being able to talk about my past. For this I am very thankful!
- Totally thorough and very kind.
- Fine as is by me
- Excellent
- It's an amazing support and service.
- Life Unlimited has saved my life. Best thing I've ever done.
- I have had excellent care from Helen Harris and have felt heard and understood through this therapeutic experience.
- Love love love Helen Harris. She is an amazing lady and I'm so stoked to have re-connected with her.
- Helen is just amazing. I felt relaxed around her instantly. She totally gets me and has an amazing sense of when to listen and when to offer advice. Her thoughts and advice has helped me countless times. I've had a few counsellors in my life and she has been the most personable and effective. I'm so blessed to have her as my counsellor!
- Caring - very caring and that is huge for us. Calming, peaceful, knowledgeable, highly skilled, honest, consistent and a very kind approach. These are all extremely important to us. Thank you!

Life Unlimited Evaluation

- Charlotte is open, honest available, compassionate, skilled and wise. Her seemingly unfailing capacity to model Christian mindfulness with compassion and integrity during sessions has been a blessing - especially for someone like me who is always (even if it is unconscious) expecting to be let down or turned upon. Charlotte's steadfastness and the fact that she has been there, for me, and done what she has said she is going to be has been the foundation which has enabled change to take place within me. I have also benefited hugely from attending her 'The Path of the Heart' retreats and these have been part of the gateway which has enabled me to move out of isolation and embrace the diversity and fullness of life, including joy... I cannot speak highly enough about the extraordinary service I have experienced at Life Unlimited - Thank you Charlotte and may God Bless you and your work. Nicola :)
- As above
- I am moved, grateful and humbled. I have given plenty of people a referral to Life Unlimited and will continue to do so. When I think of Charlotte's long term strategies, of the hours and professional skill involved in re-building me in so many ways, it floors me. The journey has been a massive under-taking and she has heard 17 years' worth of horrific stories ...yet in her professional ability, from my point of view, she seems to be able to hold them lightly. I am always welcomed with gentleness when I come through the door and being able to come through with so much mess and leave clearer...is like getting all the knots out while having your hair gently brushed. Being a client for over 12 years, on the rare occasion when Charlotte was away my heart and being were also held safely with the other members of her life-giving, powerful team. I have just begun my last year ...and cannot wait to live my life to the full and come into full integration and be at peace ...yet through Life Unlimited, I have learned so much about love and that I can need and that many people have deep humanity within them. Grace unlimited. Again...how do you thank people like this?
- Psychotherapy with Charlotte has literally changed my life. I will forever be grateful for this opportunity