



## Terms and Conditions

As a client of Davina Counselling & Psychotherapy, you have certain rights that are important for you to understand. As part of our care for you, this document has been created to inform you about the management of information that you provide to your counsellor.

### 1. Privacy Policy

During your therapy sessions it is likely that highly personal information will be disclosed. It is important for your confidence in your sessions that you understand how this information is stored and managed responsibly. If you have any questions regarding anything that is listed and explained below, please do not hesitate to ask. For greater detail on our Privacy Policy, you can at any time request a copy.

### 2. Confidentiality

As part of providing the best possible counselling service to you, your counsellor will need to collect and record personal information that is relevant to your current situation. Collection of personal information is a necessary part of counselling assessment and therapy. Information gathered as part of your assessment, and treatment is seen only by your counsellor. The information is retained to document what happens during sessions and enables the counsellor to provide a relevant and informed client centred counselling service. All personal information gathered by the counsellor during the counselling service will remain confidential and secure except when:

1. Failure to disclose the information would in the reasonable belief of Leonie Farrugia, place you and/or another person at serious risk to life, health, or safety.
2. Your prior approval has been obtained to;
  - a. Provide a written/verbal report to another professional or agency. E.g. a GP or a lawyer; or



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- b. Discuss the material with another person. E.g. a parent, partner, or employer.
3. It is subpoenaed by a court.
4. Disclosure is otherwise required by law, including putting property and risk or admitting having committed a crime or forming the intention to do so.

### **Consequence of not providing personal information**

If you do not wish for your personal information to be collected in a way anticipated by this letter or the Privacy Policy, Davina Counselling & Psychotherapy may not be able to provide counselling services to you.

### **Use of Information**

There may be times where, as part of the assessment and therapy process, it may be helpful to liaise with other people or agencies that are relevant to your therapy goals (e.g., your GP, specialist, parent, WorkCover, Victims of Crime etc.). Please note that if you intend to claim rebates from an organisation funding your sessions then your counsellor may need to provide summary reports or external agencies regarding your treatment progress. This will be discussed with you at the time the information is requested.

### **Accessing your Client Information**

At any stage you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation (these are clearly outlined in the Privacy Policy). All communications between you and your counsellor become part of your client records, which are stored in your client file. Written client files are held in a secure filing cabinet that is accessible only by your treating counsellor. Digital client files are held in a secure server maintained in Australia as per Australian Counselling Association (ACA) guidelines.

### **Counselling Services and fees**

Our counselling sessions typically run between 50 to 55 minutes. The standard cost of the session is \$150, which is payable at booking via online payment or EFT. Those with mental health plans and student card holders, maybe provided with a reduced fee.



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## Cancellation Policy

If, for some reason you need to cancel or postpone your counselling session, please give at **least 24 hours' notice**, otherwise full fee will apply.

- The above explains your rights as a client of a counsellor
- I have read and understand the above Consent Form.

I agree to these conditions for the professional services provided by Leonie Farrugia from Davina Counselling & Psychotherapy PTY LTD.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please Note: If, after reading this form if you are unclear about any of the information provided, please contact Leonie Farrugia, Davina Counselling & Psychotherapy PTY LTD, prior to your next appointment to discuss.



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*If you are unable to print and sign this document and return via email to [contact@davinacp.com.au](mailto:contact@davinacp.com.au) the terms and conditions will be explained to you and acknowledged on your file.*



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