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Individual Counselling Policy – Female Clients

1. Purpose and Professional Standards

Mae Counselling is committed to providing a safe, confidential, respectful and supportive environment for women seeking individual counselling.

All sessions are conducted within clear professional and ethical boundaries. The therapeutic relationship is built on mutual respect, trust, accountability and appropriate professional conduct.

2. Professional Boundaries

- All communication between the client and counsellor must remain professional and relevant to the counselling relationship.
- Personal relationships, friendships or arrangements outside the professional scope of counselling are not part of the services provided.
- Clients are expected to respect the counsellor's professional time, availability and personal boundaries.
- Contact outside scheduled appointments must remain appropriate and relate to counselling administration or agreed therapeutic matters.
- The counsellor reserves the right to establish and reinforce boundaries whenever necessary.

3. Attendance and Punctuality

- Clients are expected to attend sessions at their scheduled appointment times.
- Late arrivals may result in a shortened session.
- Cancellations and rescheduling must comply with the practice's cancellation policy.
- Repeated missed appointments or disregard for scheduling arrangements may result in a review of ongoing services.

4. Payment Requirements

- All session fees and payment arrangements will be communicated before the appointment is confirmed.
- Payment must be made in accordance with the agreed booking and payment terms.
- Any outstanding balances must be resolved in accordance with the practice's payment policy.

5. Respectful Conduct

Mae Counselling expects all clients to engage respectfully and constructively throughout the counselling process.

Abusive, threatening, harassing, discriminatory or deliberately disruptive behaviour will not be tolerated.

Any conduct that compromises the safety, integrity or professional nature of the counselling relationship may result in the session being paused or terminated.

6. Confidentiality and Privacy

All personal information shared during counselling will be treated confidentially and managed in accordance with applicable Australian privacy requirements and professional obligations.

Confidentiality may be subject to exceptions, including circumstances involving serious risks to safety, legal requirements or other applicable reporting obligations.

Clients will be informed of the relevant confidentiality arrangements before counselling commences.

7. Termination or Discontinuation of Services

Mae Counselling reserves the right to discontinue services where:

- Professional boundaries are repeatedly disregarded.
- The therapeutic relationship is no longer appropriate or productive.
- Client conduct compromises the safety or integrity of the practice.
- The client's needs fall outside the counsellor's scope of practice.

Where appropriate, alternative support or referral options will be discussed.

8. Client Acknowledgement

By engaging Mae Counselling, clients acknowledge that they have read, understood and agreed to comply with the conditions outlined in this policy.

Mae Counselling is committed to maintaining a professional environment where women can feel respected, supported and safe throughout their counselling journey.

Respect, confidentiality and professional boundaries are fundamental to every therapeutic relationship.