



Services Agreement

At Inner Clarity Counselling we work hard to help you achieve your goals, whatever they may be and however often they may change. In order to be able to work with you to achieve these, we require you to adhere to our Services Agreement.

This Services Agreement contains important information about the professional services and business policies relevant to Inner Clarity Counselling. It is important you read, understand and agree with this Service Agreement before seeing Inner Clarity Counselling.

Consultation Structure

At Inner Clarity Counselling our counselling and coaching structure and plans are developed with you. We do not follow a predetermined structure and have found that our clients benefit most from helping to develop a structural approach directly with us. We do not and will not charge a higher fee for an initial consultation.

Fees & Payment

For all clients, new or existing to Inner Clarity Counselling, sessions are charged at the standard rate. The standard telephone or online consultation fee is \$110 for individuals and \$140 for couples. All sessions take approximately 60 minutes and can be extended by mutual agreement and additional fees may apply.

Inner Clarity Counselling presently offers Online and Telephone-based sessions. Face to face sessions may be offered in the future and clients will be informed of this service when it commences.

Consultation hours are as follows;

Monday	6.00 – 9.00pm (latest session commencing at 8.00pm)
Tuesday	9.00am – 8.00pm (latest session commencing at 7.00pm)
Wednesday	6.00 – 9.00pm (latest session commencing at 8.00pm)
Thursday	No Availability
Friday	9.00am – 5.00pm (latest session commencing at 4.00pm)

Weekend sessions may be available in certain circumstances and can be discussed directly with us. Weekend services may attract a 15% additional charge.

Inner Clarity Counselling does not offer bulk billing and clients will not be eligible for partial Medicare rebates.



Inner Clarity Counselling payment terms are upon receipt of invoice. Inner Clarity Counselling, unlike many other similar services, does not require payment in advance or prior to a scheduled session. Late payments may impact future session bookings and Inner Clarity Counselling reserves the right to discontinue services in the event a client does not pay for sessions already provided and / or does not adhere to the payments terms.

Cancellation Policy

We require a minimum 48 hours' notice of any need to change or cancel a consultation. A fee of \$50 will be charged for non-attendance or cancellation with less than 48 hours' notice. By engaging the services of Inner Clarity Counselling, you agree to the strict terms of this cancellation policy.

In situations of genuine hardship, we are always available to discuss your situation. If consultations are missed on a consistent basis the reasons for this will be discussed and a decision made regarding future sessions.

Inner Clarity Counselling reserves the right to reschedule consultations at any time without compensation if it is deemed necessary due to illness or other unforeseen circumstances.

Sessions

The duration of all consultations is 60 minutes. If you arrive late, the consultation will still end at the scheduled time to ensure other clients receive their allotted time allowance. The frequency of consultations is something that can be discussed, however weekly consultations are generally recommended at the beginning of your session plan.

When a session ends prematurely due to technical difficulty, or you are unable to connect to a session due to technical difficulty, please call or email us. If the difficulty is unable to be resolved at the scheduled time, your consultation will be rescheduled. If you are unable to connect at all, then telephone counselling is always an option for you.

Counselling Services

Inner Clarity Counselling offers support for common life challenges many people and couples face including anxiety, personal growth and wellbeing, stress and burnout, relationship issues and career difficulties, for example. We are not a psychology practice and therefore do not diagnose mental health disorders.



Mental Health Care Plans

You do not need a Mental Health Care Plan approved by a general practitioner (your doctor) prior to seeing Inner Clarity Counselling. While Mental Health Care Plans cap the number of counselling sessions you can attend each year, there are no caps with Inner Clarity Counselling. So, if you require weekly consultations ongoing, we are always here for you.

Confidentiality

In the event you are determined to be a risk of harm to yourself or others, have committed or intend to commit a serious crime, or where required by law, the client-counsellor confidentiality and terms of the privacy policy may be breached. This is in order to ensure the safety of you, and others around you, and to comply with any legal requirements (such as court orders). Otherwise, your Information is confidential and can only be shared with your permission.

Privacy Policy

We are committed to protecting your privacy as a client. We use the information we collect about you to maximise the services that we provide to you. We respect the privacy and confidentiality of the information provided by you and adhere to the Australian Privacy Principles. Please read our Privacy Policy below carefully.

Information we collect from you:

In the course of your counselling services, we may obtain the following information about you: name, birthdate, address, email address, phone number and billing details (together 'Personal Information').

How we use your information:

We use the information we collect for the primary purpose of providing our services to you, including communicating with you, providing support, notifying you of updates and sharing useful content.

Storage and Security of your information:

We use all reasonable means to protect the confidentiality of your Personal Information while in our possession or control. All information we receive from you is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.



We retain your personal information for as long as needed to provide services to you and as otherwise necessary to comply with our legal obligations, resolve disputes and enforce our agreements. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

In the event that there is a breach of our security, and your Personal Information is compromised, we will promptly notify you in compliance with the applicable law.

Sharing your information with third parties:

We do not and will not sell or deal in Personal Information or any customer information.

Disclosure of your Information:

We may from time to time need to disclose certain information, which may include your Personal Information, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request. Also, we may use your Personal Information to protect the rights, property or safety of Inner Clarity Counselling and our clients.

Change in Privacy Policy:

As we plan to ensure our Privacy Policy remains current, this policy is subject to change. We may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on this website. Please return periodically to review our Privacy Policy.

Contact Us:

If you have any questions or concerns at any time about our Privacy Policy or the use of your Personal Information, please contact us at:

www.innerclaritycounselling.com



Client Consent Form

Client Consent: (If under 18 years of age, parent or guardian to sign also)

I/We, (print your name/names in BLOCK CAPITALS):

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have read and understood this Consent Form and Inner Clarity Counselling's Services Agreement and Privacy Policy.

I/We agree to the above conditions for the counselling/coaching service provided by Inner Clarity Counselling.

I /We understand that by signing this Consent Form, I/We give permission to my counsellor to consult with other agencies or persons as stated in the Services Agreement and Privacy Policy

Client Signature:

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Parent/Guardian Signature:

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Date ____ / ____ / ____

Please note: if, after reading the Services Agreement and Privacy Policy, you are at all unclear about any of the information provided, please contact us.

Emergency Contact Details:

Name:

Contact number: