



Consent Form

Counselling service

As part of providing a counselling service to you, Eliza Kate (counsellor) needs to collect and record personal information from you that is relevant to your situation, such as your name, contact information, medical history and other relevant information as part of providing counselling services to you.

This collection of personal information will be a necessary part of the counselling assessment and service that is conducted.

Purpose of collecting and holding information

Your personal information is gathered as part of your assessment and treatment, is kept securely and, in the interests of your privacy, used only by your Counsellor. Your personal information is retained to document what happens during sessions and enables the Counsellor to provide a relevant and informed Counselling service to you. A more detailed description is provided in the document also provided titled, "Privacy policy for management of personal information". The Privacy Policy contains information about how to access and seek correction of your personal information, and how to lodge a complaint about our management of your personal information.

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, the Counsellor may not be able to provide the Counselling service to you. You may request to be anonymous or to use a pseudonym, unless it is impracticable for the Counsellor to deal with you or if she is required or authorised by law to deal with identified individuals. In most cases it will not be possible for you to be anonymous or to use a pseudonym.

Access to client information

At any stage you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation. The Counsellor may discuss with you different possible forms of access.

Disclosure of personal information

All personal information gathered by the Counsellor during the provision of the Counselling service will remain confidential except when:

1. it is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
2. failure to disclose the information would, in the reasonable belief of the

Counsellor place you or another person at serious risk to life, health, or safety; or

3. your prior approval has been obtained to

a) provide a written report to another professional or agency. e.g., a GP or a lawyer; or

b) discuss the material with another person, e.g., a parent, employer, health provider or third-party funder; or

c) disclose the information in another way; or

d) disclose to another professional or agency (e.g., your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected.



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Your personal information is not disclosed to overseas recipients, unless you consent, or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented, or disclosed for any other purpose.

If unauthorised access, disclosure, or loss of a client's personal information occurs, Eliza will activate her data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.

Telehealth Sessions

Telehealth sessions will be conducted using telephone via Standard Phone Call.

When the above is not feasible, you and your Counsellor may decide to utilise other applicable platform and verbal consent will be sought. It is important that both client and Counsellor take the following steps to ensure confidentiality and security of therapy is preserved whilst utilising an online platform:

- We both agree not to record our sessions, in the interests of preserving therapist-client confidentiality
- We both agree to not have any other people in the room when we hold a private session via phone call
- Despite our best efforts, interruptions may occur due to the nature of telehealth

Fees

The cost of a consultation (usually around 60 minutes) during business hours is \$120 per hour for individual sessions, and \$150 per hour for Couples Counselling, which is payable at the completion of the session via direct bank transfer or via card payment over the phone. Weekly sessions are encouraged initially, and re-evaluated together if and when your needs change. As this service is a private counselling service, no Medicare rebates can be considered or included in the charge. The fee discussed will be a total out of pocket fee.

Cancellation Policy

If, for some reason you need to cancel or postpone your appointment, please provide Eliza Kate at least 48 hours notice prior to your scheduled appointment time.

Lack of notice will incur a cancellation fee of \$50 if less than 24 hours notice is provided. If you cancel within 48 hours, a fee of \$25 will be incurred.

I, have read and understood this Consent Form. I agree to the above conditions for the counselling service provided by Eliza Kate

Signature Date / /

Please note: If after reading this form you are at all unclear about any of the information provided, please contact the counsellor prior to your appointment.