

REGAIN BALANCE

Counselling, Health & Wellbeing

PO Box 24 Meadows SA 5201

M: 0455 898 325

E: regain_balance@outlook.com

www.regainbalance.com.au

ONLINE COUNSELLING TERMS AND CONDITIONS

CLIENT REGISTRATION AND COUNSELLING AGREEMENT FORM

All paperwork that needs to be filled out prior to the appointment will be emailed to you in advance with your appointment confirmation. Please do not provide in-depth personal details on the client intake registration so your information is better protected; this can be discussed later.

Please refer to the counselling agreement for fees & ensure this form is also completed and signed.

CONDITIONS OF ONLINE COUNSELLING

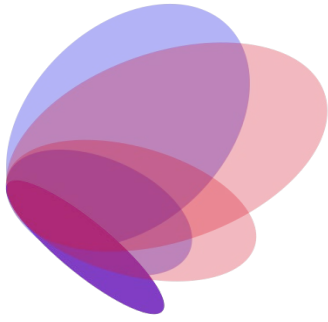
Some circumstances are not suitable for online counselling. I will discuss this with you once I receive your paperwork and we have our initial phone session. If this is the case, I can see you face to face, if possible, otherwise I may refer you to a service more suitable and able to meet your needs.

An emergency contact or next of kin must be provided before the first session for counselling to commence. This contact will only be used if I have significant concern for your safety or wellbeing during or after a session.

It is your responsibility to ensure that the space you choose to engage in the counselling session is private and protects your confidentiality; the counsellor cannot ensure privacy or confidentiality at your end.

PAYMENT OF FEES

Your initial online appointment **must** be paid in full prior to the appointment.



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Thereafter, an invoice will be sent to your email address immediately following your appointment and payment is required on the day of service. You can pay for your appointment on the day of consultation via credit or debit card payment or an invoice will be sent to you in detailing payment options. Please use your reference number and full name for all direct deposit bank transfers.

Online sessions differ in price to face to face consultations. If you sign this, you have agreed to our 24-hour notice cancellation policy. Payment is still expected if you give less than 24 hours' notice. Extenuating circumstances for late cancellations will be considered on a case-by-case basis.

Late fees of an additional 10% will apply for invoices not paid in full within 14 days of service.

DUTY OF CARE AND LEGAL OBLIGATIONS

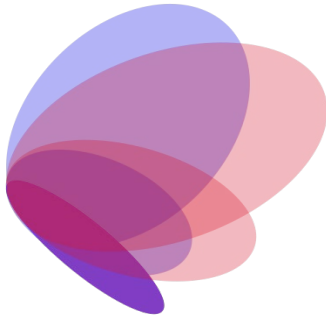
In the counselling agreement there is important information about your privacy and confidentiality. I may need to report information if it is shared with me during the counselling session; this can include but is not limited to harm to self or others, child abuse, suicidal thoughts, or attempts.

Please read this information carefully and discuss any issues or concerns with me about this at your appointment.

Preparing for online counselling via Zoom:

Zoom requires you to have an account – this is free and easy to do.

1. Please go to www.zoom.us
2. Please download the app (mobile devices) or program (laptop)
3. Please test your video and audio to ensure it works – a lot of clients use their phones, and this works well if you don't have a webcam.



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4. I will send you an invitation link once you have returned your paperwork. Please click on this link and it will prompt you to open the program on your laptop OR will open the app on your device.
5. Be ready in advance as technology is not always reliable. It is best to set up at least 15 minutes prior as sometimes the platforms will update. Please test your camera, microphone, and speaker/headphones prior to session.
6. You need good quality internet for video calls, please make sure that you reduce the number of devices using the internet during the time of your session.
7. Other platforms that can be used are Microsoft Teams or phone (audio only).

Please note that whilst every possible effort is made to ensure your privacy and confidentiality whilst in an online session, I cannot guarantee the absolute privacy of any internet-based platform. Whilst the platforms I use are secure (I have never had any issues), they all come with risks as does anything on the internet. By signing this document, you agree to and acknowledge the above statements.

I/We, _____ (insert name) agree to the above terms and conditions.

Signature:

Date:

Signature:

Date: