

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

All client intake forms need to be completed prior to the initial appointment and these will be emailed to you in advance with your initial appointment confirmation.

CONDITIONS OF ONLINE COUNSELLING

Some client circumstances are not suitable for online counselling due to safety reasons. 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 able to), or I can organise a referral for you to a suitable service.

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 concern for your safety or wellbeing during or after a session.

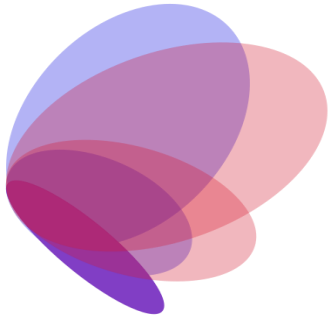
It is your responsibility to ensure that the space you choose to engage in the counselling session is private and protects your confidentiality; the counsellor cannot ensure privacy or confidentiality at your end. Halaxy is the preferred platform for online consultations and has end to end encryption.

PAYMENT OF FEES

Your initial online appointment **must** be paid in full prior to the appointment. Please ensure that you enter a credit card at the time of completing your initial intake forms so payment can go through.

For future appointments, an invoice will be linked to your Halaxy client portal, or you can pay for your appointment at the time of consultation via credit or debit card payment or via stored care details.

Please use your reference number and full name for all direct deposit bank transfers.



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 sessions do not differ in price to face to face consultations. If you sign this, you have agreed to our 24-hour notice cancellation policy. A cancellation fee of \$55 will apply if you give less than 24 hours' notice. If you do not attend the appointment or contact me prior to not attending, the full consultation fee will apply. Extenuating circumstances for late cancellations will be considered on a case-by-case basis.

Refer to the counselling agreement for fees, cancellations and intake forms need to be completed and signed.

DUTY OF CARE AND LEGAL OBLIGATIONS

In the counselling agreement there is important information about your privacy and confidentiality.

I must disclose that I may need to report information if it is shared with me in 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 Halaxy Telehealth

1. You will receive an email reminder 3 days prior to your appointment with a online link
2. Be ready in advance as technology is not always reliable; please set up at least 10 minutes prior. Please test your camera, microphone, and speakers or headphones prior to session.
3. Please click on the online link in the email you received to join the video meeting
4. 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.
5. If the video feed drops out due to poor connectivity, do not disconnect or end meeting as you will be able to on the link again to rejoin the meeting
6. 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.