



COUNSELLING AGREEMENT & FEE STRUCTURE

Welcome to Regain Balance – Counselling, Health & Wellbeing

This document serves as a formal agreement between:

Client: _____ DOB _____

and

Suzanne Grabowski, B.Coun., Dip.Com.Ser., EN, M.A.C.A. (Level 3)

This document outlines the terms of our counselling relationship, confidentiality and privacy, fees and cancellation policies. Please read it carefully and ask any questions before signing. For online counselling, please also read the information, which will be provided in the 'Online Counselling Terms and Conditions'.

THE COUNSELLING PROCESS

Suzanne Grabowski, a level 3 registered member of the Australian Counselling Association (ACA), provides a safe, inclusive, trauma informed and confidential space for clients to explore concerns, build strengths, and overcome life's challenges. As a professional member of the ACA, she adheres to the ACA Code of Ethics, prioritising trust, professional boundaries, and the client's needs.

Role of the Counsellor:

- Acts as a facilitator, guiding clients to make their own decisions and changes.
- May assign optional tasks for clients to complete outside sessions.
- Helps clients work on feelings, thoughts and behavioural patterns, communication skills, relationships, and goals using tailored therapeutic models.

Therapeutic Approach:

- Includes exploring the past and present to support client goals and well-being.
- Acknowledges that the process isn't linear and may involve some triggering emotions, which should be disclosed for safe progression.

Limitations:

- The counsellor does not provide medical, career, legal or financial advice but may offer general suggestions or refer clients to other professionals if needed.

Client Responsibility:

- Clients are fully responsible for their decisions, behaviour, and any changes they choose to make in their own life.



CONFIDENTIALITY

Your privacy is respected, and all shared information is private and will not be disclosed without client consent, except in specific circumstances:

1. With Client Consent:

To provide reports to third party professionals or organisations, health professionals, family members, or insurance companies. This is in accordance with ACA ethical standards requiring client consent before sharing personal information with any third parties.

2. For Professional Supervision:

Counsellors are required to consult with qualified supervisors for practice support, as per the ACA's Code of Ethics. Shared details will be anonymized to protect client identity and ensure confidentiality is maintained.

3. Legal and Ethical Obligations:

The counsellor must report if there is a risk of harm to the client or others, including mandatory reporting of child harm or abuse, as required by Australian law (e.g., Child Protection Legislation). Clients may be informed of the intention to report when appropriate and safe to do so.

4. Court Subpoenas:

Information must be disclosed if subpoenaed by a court of law. ACA members are bound by the ethical requirement to comply with legal obligations, though clients will be notified if information is requested by legal authorities.

Private Information and Data Storage:

All client information is stored securely in compliance with the Australian National Privacy Principles under the Privacy Act 1988. This ensures that client data is protected, and that it is only used or disclosed as required by law or with the client's consent. Counsellors must adhere to ACA guidelines regarding the safe handling and storage of client records. Client records are securely stored in line with the Privacy Act 1988 and the Australian National Privacy Principles. Your data protection is top priority, and all data collected is encrypted, securely and confidentially stored on servers located within Australia to comply with local jurisdiction requirements.



BOOKINGS

How to Book: Appointments can be made online through the booking system. If you can't find a suitable time, please email me for availability outside regular clinic hours.

Sessions are available:

- Face-to-face
- Online
- Phone (audio only)

The booking system emails a reminder 3-days prior and SMS reminders 24-hours prior to appointments.

FEE STRUCTURE - Prices are GST inclusive from 1st July 2025

Individual Sessions (GST Inclusive):

- 60 minutes: \$130
- 75 minutes: \$150 (Initial consult 18+years)
- 90 minutes: \$165

Family or Relationship Sessions (GST Inclusive):

- 60 minutes: \$130 (1 adult and 1 child – no reduced fee applies)
- 60 minutes: \$165 (2 adults +/- children – no reduced fee applies)
- 90 minutes: \$195 (2 adults +/- children – no reduced fee applies)

Reduced Fees (Disability/Pension/Concession Card/Under 16 (GST Inclusive):

- 60 minutes: \$115
- 90 minutes: \$150

If you require additional session time, please book a longer session prior to the day of the appointment.

Discounts:

- A reduced fee applies for disability, pension or concession card holders
- A reduced fee applies for *individual counselling* for children up to 16 years old
- Only one discount will be applied at any one time; discounts do not apply for NDIS funded clients.

Private Health Rebates: Private Health Rebates are now available with most major health funds; please check at the time of booking and with your health fund to see if you are eligible to receive a rebate.

Accounts need to be paid in full to claim and the paid invoice can then be submitted to your fund for claiming. The practice does not have access to directly claim at the time of the service.

Changes to Pricing: Fee structures are reviewed bi-annually and *may* change at the counsellor's discretion and all clients will be notified of any changes.



Cancellation Policy:

- Cancellations made within 24-hours or failure to attend an appointment will incur the full fee.
- Cancellation fees may be waived at the counsellor's discretion.

Payments and Financial Hardship

- Clients can pay fees by direct deposit up to 24 hours before the appointment; Direct deposit details will be included in the reminder email sent 3 days prior to your session (*Please note: direct deposit payments cannot be made on the same day as your appointment*).
- Cash, credit card and EFTPOS are available for same day payments; card facilities but may be subject to additional bank surcharges.
- Stored payment methods will be deducted automatically by 5pm the day prior to the appointment.
- For clients under 18, the legal guardian is responsible for payments.
- If care providers, Return to Work SA or another insurer is involved, reimbursement of fees is the client's responsibility if accounts are unpaid.
- Payment plans may be available for current clients at the counsellor's discretion by negotiation.
- If fees are unpaid within 14 days of service and a payment arrangement is not made, further appointments will not be made until the outstanding fees are paid.

Out of Session Contact:

- Office hours are Monday to Friday 9am - 5pm. After hours, contact is limited to email only in relation to appointments (enquires, bookings, rescheduling or cancellations) and returning forms.
- Please note that text messages may not be answered promptly—use email, the online booking system, or log in to your Halaxy client portal to manage appointments and invoices.

AGREEMENT

By signing, you confirm that you have read, understood and consent to the terms of this counselling agreement.

Signature: _____

Name (Parent/Guardian if under 18): _____

Date: _____

REGAIN BALANCE IS NOT A CRISIS SERVICE

In an EMERGENCY call 000.

If you are in crisis, please contact LIFELINE 13 11 44.





Patient Informed Consent

Notice:

Before we proceed with your appointment, I want to inform you about an important aspect of how we document our consultations. We utilize a note taking tool called Heidi to accurately and efficiently capture the details of our discussions and the outcomes of our appointments. Heidi ensures that we can focus more on our conversation and less on manual note taking, enhancing the quality of care you receive.

Your consent is crucial for us to use this technology. Please understand that your information will be handled with the utmost care, and Heidi's use is aimed solely at improving your healthcare experience.

By signing this consent form, you are agreeing to allow your clinician to use Heidi during your consultation.

Name: _____ Date: _____

Signature: _____

