REGAIN BALANCE
Counselling, Health & Wellbeing
PO Box 24 Meadows SA 5201
E admin@regainbalance.com.au
W: www.regainbalance.com.au

ONLINE COUNSELLING TERMS AND CONDITIONS

Client Intake Forms & Counselling Agreement

Please complete the client intake forms and counselling agreement prior to your first appointment. These documents will be emailed to you along with your new appointment confirmation.

Conditions of Online Counselling

Online counselling may not be suitable for all clients. I will assess your suitability during the intake process, either after reviewing your completed paperwork or in the 15-minute intake phone conversation. If necessary, we can arrange in-person sessions at one of my two clinic locations or provide a referral to an appropriate service.

Before your first session, please provide an emergency contact or next of kin. This person will only be contacted if there are concerns regarding your safety or well-being during or after the session.

It is your responsibility to ensure that your chosen space for the session is private and secure. I cannot guarantee confidentiality on your end.

Halaxy is the preferred platform for online sessions, offering end-to-end encryption, and sessions are not recorded.

Payment of Fees

Payment for your initial online session is required in full prior to the appointment. Please ensure you enter your credit card details when completing your intake forms for payment processing.

For subsequent appointments, an invoice will be sent through your Halaxy client portal.

Payments can be made via credit or debit card or using stored care details. If you prefer direct deposit, use the invoice reference number and your full name for identification.

For information on session fees and the cancellation policy, refer to the counselling agreement.

Duty of Care and Legal Obligations

The counselling agreement includes important details about your privacy and confidentiality.

Please review this information before your session and discuss any concerns during your appointment.

Preparing for Online Counselling via Halaxy Telehealth

1. You will receive an email reminder with a meeting link three days prior to your session.
2. Log in 10 minutes before your session to allow for any technical adjustments.
3. Test your camera, microphone, and speakers or headphones beforehand.
4. Click the link in the email to join the video meeting.
5. Ensure a stable internet connection. Limit the number of devices using the internet during your session for better performance.
6. If the connection drops, do not disconnect. Simply click the link again to rejoin.
7. If needed, we can use Microsoft Teams or conduct the session by phone (audio only).

Feel free to contact me if you have any questions or concerns before your session.