



## Counselling Client Agreement

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Joanne Maughan – ACA Level 1 Registered Counsellor

ABN: 79 907 076 676 Email: joanne@joannemaughancoaching.com

Location: Room 5, Unit 6, Level 2 Trinity House Medical Centre 43 Minchinton St,  
Caloundra. Online Therapy and in person appointments available.

CLIENT NAME: \_\_\_\_\_ D.O.B: \_\_\_\_\_

CLIENT Contact Details:

Address: \_\_\_\_\_

Phone No.: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email : \_\_\_\_\_

Referral information:

\_\_\_\_\_

### 1. Purpose of Counselling and My Approach

I believe that each person holds the capacity for growth, healing, and meaningful change. I will provide a safe, supportive, and confidential space for you to explore your experiences, develop insight, and work toward your goals. My approach is collaborative and strengths-based, incorporating various counselling modalities tailored to your needs.

### 2. Counsellor Qualifications

I am an ACA Registered Counsellor and Master Practitioner of Life Coaching (ICF), currently undertaking further studies in psychology and counselling. My practice integrates person-centred, trauma-informed, and strengths-based approaches, with appropriate referral pathways when required.

### 3. Confidentiality

Everything shared in your counselling sessions is treated as highly confidential. Exceptions to confidentiality apply where:



- You are at risk of serious harm to yourself or others
- There is disclosure of child abuse or risk of harm to a child
- There is a legal obligation to disclose (e.g., court subpoena)
- My Supervision is required as part of ethical counselling practice (your identity remains protected)

Any breach of confidentiality will be discussed with you where possible and appropriate.

#### 4. Session Format & Delivery

- Individual sessions are 60 minutes. Couples sessions are 75 minutes.
- Counselling is tailored to your individual needs and goals. Depending on the concerns identified, many clients choose to begin with an initial series of 6 sessions, followed by a review to assess progress and determine next steps. You are free to conclude counselling at any time.
- Sessions are commonly scheduled weekly or fortnightly; however, frequency is flexible and mutually agreed upon.
- Sessions are delivered in-person (Caloundra, QLD) or online via secure video.
- Late arrival does not extend session time.

#### 5. Client Fees & Cancellations

##### Session Fees

- Individual Counselling: \$130 per 60-minute session (GST inclusive)
- Couples Counselling: \$150 per 60-minute session (GST inclusive)
- 6 and 12 session packages available upon request

##### Payment Policy

- Full payment is required at the time of booking to secure all appointments via online portal (Telehealth and In-Person).
- Appointments are not confirmed until payment has been received.
- Payment may be made via direct debit, credit/debit card (Square), or approved payment platform (including Afterpay).

Payment links and bank details will be provided at the time of booking.



## Cancellation Policy

- 0–24 hours' notice: 100% of the session fee is payable.
- 24–48 hours' notice: 50% of the session fee is payable.
- Non-attendance (no-show): 100% of the session fee is payable.

## 6. Limitations of Service

Email or telephone contact will be limited to practical arrangements only. I will not enter telephone or email counselling, **except** by prior arrangement.

If you are faced with an emergency in between sessions, please contact the appropriate emergency service. In a life-threatening situation, call 000 without delay.

- Lifeline: 13 11 14
- Suicide Callback Service: 1300 659 467
- 000 for immediate danger

Counselling is not a crisis service nor does not provide medical advice, prescriptions, or diagnosis.

## 7. Record Keeping & Privacy

Session notes are stored securely and used only for the purpose of supporting your treatment and fulfilling legal obligations. Records are kept confidential and in accordance with Australian privacy laws.

## 8. Informed Consent

You have the right to:

- Ask questions about the counselling process
- Decline to answer specific questions
- End the counselling relationship at any time
- Request referral to another practitioner



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LIFE COACHING



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COUNSELLING

### 9. Ending counselling

Normally, the end of counselling would be by mutual prior agreement. However, you have the right to end your counselling at any time. I would appreciate it if you let me know, if you decide not to return to counselling, giving at least 48 hours' notice. If at any time I feel that our counselling is no longer appropriate for you, I will discuss this with you and may suggest discontinuation or a referral to a more appropriate service.

### 10. Agreement & Signature

By signing this agreement, you have read and agree to the cancellation and payment policy. You acknowledge that you understand the nature and limits of counselling as described above and agree to engage in counselling sessions with Joanne Maughan.

Client Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Counsellor Name: Joanne Maughan

Signature: \_\_\_\_\_

Date: \_\_\_\_\_