



The following agreement pertains to all Counselling services provided by Helen Day, Transforming Positive Vibes Counselling Support.

Please find below information that I feel you need to be aware of at the commencement of our relationship. Please read this document very carefully. Should you have any questions I will be happy to discuss them with you. Once you feel aware and clear on the terms of the agreement, please sign and date where indicated.

Confidentiality and Privacy Policy

Privacy and trust are essential to ensure a safe environment for you as my client to enter a counselling relationship. With limited exceptions, information discussed or recorded is confidential. You will be asked to give your permission in written form if information needs to be provided to third parties. Exceptions to the strict maintenance of confidentiality include:

1. Information that is shared during the counsellor's own clinical supervision or peer review. Please note that your name or any factors that identify you will not be mentioned;
2. Provision of information to your referring medical General Practitioner or psychiatrist, or medical fund as required;
3. Disclosure of information to relevant persons or authorities if there is:
 - I. Potential of serious physical danger to yourself or someone else,
 - II. Risk of child abuse,
 - III. An enquiry from a legal parent or guardian if the client is under 16 years of age, or
 - IV. Information legitimately subpoenaed by a court or otherwise authorised for release by law.

Please note that I will maintain your confidentiality should we cross paths in public. Should you wish to acknowledge me or initiate a brief conversation, I am very happy to speak with you, however at no time will we speak of personal issues outside of the counselling context. It is also completely safe and acceptable for you not to acknowledge me to maintain your confidentiality.

Records

In keeping with the Commonwealth Privacy Act 1988 (as amended in 2006) information, privacy principles are observed. As part of providing a counselling service, there is a need to collect and record personal information that is relevant to your healing process.

Client information is accessible only by Helen Day, Transforming Positive Vibes Counselling Support. In keeping with best practice, files are retained for a period of 7 years from the

time of the last service or in the case of a minor, from the date the child reaches 18, after which the files are destroyed.

Files are the property of Transforming Positive Vibes Counselling Support though you may request to view your file however at no time may this file be taken from my premises.

Session Times

Sessions are available from Monday through to Saturday. Session times are generally 3 pm to 9 pm on weekdays and Saturdays, 10 am to 5 pm. I will at times do an earlier session if needed. Please note the duration of a counselling session is between 30 minutes to an hour, depending on the treatment.

Fees and Payment

Counselling sessions are \$100.

Payment for service is made in advance through our online PayPal link. If you have given me 24 hours' notice that you are unable to make an appointment, we can reschedule your booked appointment without further cost. A refund will not be given if reasonable notice has not been given.

Late Attendance to Session

Should you be running late to attend an online session; I would appreciate a phone call or SMS to advise me of when you will be joining me online. If you are late the session will still need to conclude at the original time. Due to other client sessions, your time will not be able to be extended to allow for your late attendance. The full fee of the session will be charged.

Cancellation Policy

If for some reason you need to postpone or cancel an appointment, please provide 24 hours' notice. Failure to do so will incur the full session fee. Should there be extenuating circumstances, please call me to discuss. Cancellations may be left on my message bank if I am unable to take your call. Should I need to cancel a session, I also intend to provide you with 24 hours' notice.

Change of Details

If your personal details change during the course of our relationship, I ask you to inform me of your new details as soon as possible.

Professional Membership

Helen Day is a Registered Counsellor with the Australian Counselling Association (ACA). For more information, please visit the ACA website: <https://www.theaca.net.au/>.

Agreement

I, have read and understood the above document. I accept the information provided and agree to these conditions for the provision of counselling services provided by Helen Day, Transforming Positive Vibes Counselling Support.

Client Signature

Fields marked with an * are required

Name *

Email *

Client Signature *
