



## **U Flourish Counselling and Consulting – Business Terms & Conditions**

*Last updated: 30 September 2025*

By booking or attending an appointment with U Flourish Counselling and Consulting, you agree to the following Terms & Conditions.

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### **Services**

U Flourish Counselling and Consulting provides counselling and consulting services tailored to your needs. Services are delivered in-person, by phone, or via secure video conferencing.

### **Bookings & Payments**

- Bookings are managed through Halaxy practice management software.
- Credit/debit card or PayPal details must be added securely to Halaxy before appointments.
- Fees are listed on our website and invoices. Payment is due on the day of your appointment.
- Medicare, NDIS or other plans may provide rebates, but do not cover full fees. You remain responsible for all payments.
- Additional fees apply for reports, letters, or assessments. You will be advised of costs before work begins.
- Late payments may incur fees or be referred to debt collection.

### **Cancellations & Non-Attendance**

- At least **48 hours' notice** is required to cancel or reschedule.
- Cancellations with less than 48 hours' notice are charged **50% of the session fee**.
- Cancellations with less than 24 hours' notice or non-attendance are charged **100% of the session fee**.

- If you miss a session, we will attempt to contact you within the first 15 minutes. If we cannot reach you, the session will be recorded as “not attended” and full fees apply.

### **Medicare & Rebates**

- You may be eligible for Medicare or private health rebates with a valid referral or plan.
- You must pay the full fee before any rebate can be processed.
- It is your responsibility to check eligibility, obtain referrals, and track your remaining sessions.
- Rebates are not available for all services (e.g., assessments or reports).

### **Crisis Support**

U Flourish Counselling and Consulting is **not a crisis service**. If you are in immediate danger or experiencing a crisis, please contact:

- **000 (police or ambulance)**
- **Lifeline: 13 11 14**
- **Suicide Call Back Service: 1300 659 467**
- Or your local GP or mental health line.

### **Communication**

- We will communicate with you by email, text, or phone as needed.
- Appointment reminders are sent automatically via Halaxy.
- Clinical advice is only provided during sessions.
- Abusive or threatening behaviour will not be tolerated and may result in services being terminated.

### **Confidentiality & Privacy**

- Your information is kept confidential in line with the **Privacy Act 1988 (Cth)** and our Privacy Policy.
- Information may be shared only with your consent, or when legally required (e.g., risk of harm, mandatory reporting, court order).
- For Medicare or DVA referrals, we are required to send reports to your GP as per program rules.

### **Limitations**

- While we aim to support you in achieving your goals, outcomes cannot be guaranteed.
- Our liability is limited to the resupply of services under Australian Consumer Law.

### **Termination**

Either party may end this agreement with 7 days' written notice (including email).

### **Disputes**

We encourage resolving disputes directly. If needed, disputes may be referred to mediation before legal action.

### **Governing Law**

These Terms & Conditions are governed by the laws of **New South Wales and Victoria, Australia.**

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### **Privacy Policy**

U Flourish Counselling and Consulting respects your privacy. We collect and store personal and health information as needed to provide services, using Splose and secure record systems. You may request access to your records at any time. For full details, see our Privacy Policy on our website.

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By continuing with services at U Flourish Counselling and Consulting, you confirm that you have read, understood, and agree to these Terms & Conditions.